

# Public Document Pack



## NOTICE OF MEETING

- Date and Time** Friday, 5th October, 2018 at 10.00 am
- Place** Ashburton Hall, Elizabeth II Court, The Castle, Winchester
- Enquiries to** [members.services@hants.gov.uk](mailto:members.services@hants.gov.uk)

## FILMING AND BROADCAST NOTIFICATION

This meeting may be recorded and broadcast by the press and members of the public.

## AGENDA

**1. APOLOGIES FOR ABSENCE**

**2. DECLARATIONS OF INTEREST**

To enable Members to declare to the meeting any disclosable pecuniary interest they may have in any matter on the agenda for the meeting, where that interest is not already entered in their appointing authority's register of interests, and any other pecuniary or personal interests in any such matter that Members may wish to consider disclosing.

**3. MINUTES OF THE PREVIOUS MEETING (Pages 5 - 12)**

To confirm the minutes from the previous meeting.

**4. QUESTIONS AND DEPUTATIONS**

To receive any questions or deputations in line with Rule 31 and 31A of the Panel's Rules of Procedure.

**5. CHAIRMAN'S ANNOUNCEMENTS**

To hear any announcements the Chairman may have for this meeting.

**6. APPOINTMENT OF A LOCAL AUTHORITY CO-OPTED MEMBER OF THE POLICE AND CRIME PANEL (Pages 13 - 14)**

To consider the proposed appointment of a Local Authority Co-opted Member of the Police and Crime Panel.

**7. POLICE AND CRIME COMMISSIONER'S ANNOUNCEMENTS**

To hear any announcements the Commissioner may have for the Panel.

**8. POLICE AND CRIME PANEL - UPDATE FROM WORKING GROUPS**

To receive a verbal update on recent working group meetings, to include finalisation of the membership.

**9. POLICE AND CRIME PANEL - GOVERNANCE UPDATE (Pages 15 - 32)**

To consider a report outlining revisions to the Panel's governance protocols and/or documentation.

**10. POLICE AND CRIME COMMISSIONER - POLICE AND CRIME PLAN DELIVERY (Pages 33 - 42)**

To receive a quarterly update from the Police and Crime Commissioner detailing delivery against his Police and Crime Plan.

**11. PROACTIVE SCRUTINY: HATE CRIME - RESPONSE FROM THE COMMISSIONER (Pages 43 - 48)**

To consider a paper outlining the Police and Crime Commissioner's response to the recommendations of the Police and Crime Panel on Hate Crime.

**12. POLICE AND CRIME COMMISSIONER - ANNUAL REPORT (Pages 49 - 98)**

To receive the draft Annual Report of the Police and Crime Commissioner for the 2017/18 year.

**13. POLICE AND CRIME PANEL - ANNUAL REPORT (Pages 99 - 114)**

To receive a report from the Chairman detailing the Panel's Annual Report for the 2017/18 year.

**14. POLICE AND CRIME PANEL - FINANCIAL MONITORING LEADING TO THE 2019/20 GRANT BUDGET AGREEMENT (Pages 115 - 120)**

To consider a paper monitoring the Police and Crime Panel's budget for 2018/19, in advance of agreeing the proposed budget for 2019/20.

**15. POLICE AND CRIME PANEL - WORK PROGRAMME (Pages 121 - 126)**

To consider a report setting out the proposed future work programme for the Panel.

**ABOUT THIS AGENDA:**

This agenda is also available on the 'Hampshire Police and Crime Panel' website ([www.hants.gov.uk/hampshire-pcp](http://www.hants.gov.uk/hampshire-pcp)) and can be provided, on request from 01962 847336 or [members.services@hants.gov.uk](mailto:members.services@hants.gov.uk), in alternative versions (such as large print, Braille or audio) and in alternative languages.

**ABOUT THIS MEETING:**

The press and public are welcome to attend the public sessions of the meeting. If you have any particular requirements, for example if you require wheelchair access, please call the telephone number/use the e-mail address above in advance of the meeting so that we can help.

Appointed Members of the Police and Crime Panel attending this meeting qualify for travelling expenses in accordance with their Council's 'Member's Allowances Scheme', as set out in the agreed Police and Crime Panel Arrangements.

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**HAMPSHIRE POLICE AND CRIME PANEL**

**Friday, 6th July, 2018 at 10.00 am  
Held in Ashburton Hall, Winchester  
(Hampshire County Council)**

**Councillors:**

Chairman

p David Stewart  
(Isle of Wight Council)

p John Beavis MBE  
(Gosport Borough Council)  
p Simon Bound  
(Basingstoke & Deane Borough Council)  
p Dave Ashmore  
(Portsmouth City Council)  
p Ken Carter  
(East Hampshire District Council)  
p Trevor Cartwright MBE  
(Fareham Borough Council)  
p Steve Clarke  
(New Forest District Council)  
p James Radley  
(Hart District Council)

Vice Chairman

p Jan Warwick  
(Hampshire County Council)

p Tonia Craig  
(Eastleigh Borough Council)  
p Lisa Griffiths  
(Winchester County Council)  
p Ken Muschamp  
(Rushmoor Borough Council)  
p Ian Richards  
(Test Valley Borough Council)  
p Dave Shields  
(Southampton City Council)  
p Gary Hughes  
(Havant Borough Council)

**Co-opted Members:**

Independent Members

a Michael Coombes  
a Bob Purkiss MBE

Local Authority

p Frank Rust  
p Lynne Stagg

**At the invitation of the Chairman:**

Paul Griffith  
Michael Lane  
James Payne

Nadia Souity-Burke

*Legal Advisor to the Panel  
Police and Crime Commissioner for Hampshire  
Chief Executive, Office of the Police and Crime  
Commissioner  
Programme Office Lead, Office of the Police and Crime  
Commissioner*

## **BROADCASTING ANNOUNCEMENT**

The Legal Advisor to the Panel opened the meeting prior to the election of the new chairman.

It was announced that the press and members of the public were permitted to film and broadcast the meeting. Those remaining at the meeting were consenting to being filmed and recorded, and to the possible use of those images and recordings for broadcasting purposes.

### **170. APOLOGIES FOR ABSENCE**

Apologies were received from:

- Michael Coombes, Independent Co-opted Member
- Bob Purkiss, Independent Co-opted Member

### **171. DECLARATIONS OF INTEREST**

Members were able to disclose to the meeting any disclosable pecuniary interest they may have in any matter on the agenda for the meeting, where that interest is not already entered in their appointing authority's register of interests, and any other pecuniary or non-pecuniary interests in any such matter that Members may wish to disclose.

No declarations were made.

### **172. ELECTION OF CHAIRMAN**

The process of electing a Chair, which was set out in the Panel Arrangements was explained and it was noted that appointment would be for a period of one year, until the annual meeting in 2019.

Cllr David Stewart was nominated by Cllr Beavis and seconded by Cllr Bound and as the sole nominee duly elected.

Councillor David Stewart in the Chair.

### **173. ELECTION OF VICE CHAIRMAN**

The Chair called for nominations for the position of Vice Chair of the Panel, an appointment which would be for one year, until the annual meeting in 2019.

Cllr Jan Warwick was nominated by Cllr Clarke and seconded by Cllr Stagg and as the sole nominee duly elected.

### **174. MINUTES OF THE PREVIOUS MEETING**

The Minutes from the 13 April 2018 meeting were confirmed as a correct record and signed by the Chair.

**175. QUESTIONS AND DEPUTATIONS**

No questions or deputations were received by the Panel on this occasion.

**176. CHAIRMAN'S ANNOUNCEMENTS**

The Chairman welcomed returning Members as well as Councillors Ashmore, Hughes and Radley, who had recently been appointed to the Panel. The Chairman also thanked those Members whose term had ended for their contributions to the work of the Panel.

The Chairman announced that Cllr Reg Barry, Additional Local Authority Co-opted Member, had tendered his resignation from the Panel. This meant there was a vacancy for an additional Liberal Democrat Member to be appointed, to maintain the political proportionality of the Panel, and that the nomination process would commence following the meeting.

The Chairman remarked upon current consideration by the Panel in exploring how they might more effectively collaborate with other neighbouring Panels. The Chairman welcomed to the meeting Khalid Ahmed, an officer for the Thames Valley Police and Crime Panel, who was attending the meeting as an observer.

**177. POLICE AND CRIME COMMISSIONER'S ANNOUNCEMENTS**

The Chair invited announcements from the Commissioner, who highlighted the following to the Panel:

The Commissioner reinforced his support to the Panel in its role and noted the courteous relationship between himself and the Panel.

The report of the Gosport Independent Panel, published in June, was referenced and the Commissioner noted the deeply distressing findings and expressed his sympathy to those affected. He gave an assurance that the findings of the report would be closely examined and that an independent force would be engaged to undertake a review of the findings of the report. Members heard that the Commissioner had already met with the Chief Constable and understood that immediate actions would be taken as well as longer term analysis and activity.

The Panel heard that the death of two young people attending the recent Mutiny Festival had resulted from taking illegal drugs. The Commissioner explained that a multi-agency partnership review was being undertaken, which would look at licensing procedures, and best practice in the running of such events. It was recognised that a cultural shift was required to reduce demand for illegal substances.

Citing recent incidents including a recent concern at a local football match and the findings from the Gosport War Memorial review, the Commissioner

acknowledged that a small element of institutional culture still existed within policing, and that it was an important part of his role to challenge this. Members heard that tackling this had been given a raised status amongst the Commissioner's priorities. The Commissioner had requested, through the Chief Constable, that constabulary officers received further training and support to exercise a greater appreciation of equality and to ensure that behavioural expectations were clear.

Panel Members were reminded that the offer, made during the previous meeting, was still available should they wish to meet directly with officers from the OPCC to look in greater detail at the policing estate plan for their local area.

## 178. **POLICE AND CRIME COMMISSIONER - POLICE AND CRIME PLAN DELIVERY**

An overview of the previous meeting of the Plan Working Group was provided by Cllr Jan Warwick. Cllr Warwick explained that Members of the working group, had scrutinised information presented by the Office of the Police and Crime Commissioner (OPCC). During the meeting Members of the working group were pleased to hear about progress made against GDPR implementation and to learn about how Restorative Justice Films were being used. Members also heard that the working group had raised concern that the appointment of a new Rural Lead Staff officer had not yet been agreed, and as a result action to be taken following the recommendations of the Panel's Rural Crime proactive scrutiny had been delayed.

Members then received a verbal presentation from the Commissioner, setting out an update on delivery against the Police and Crime Plan 2016-2021 (see Item 9 in the Minute Book). The Panel also received a video presentation on the recent Safer Together Event, Eastern Police Investigation Centre topping out ceremony and other local events that had taken place since the last Panel meeting, as well as an update on the work of the Youth Commission.

During the presentations Members heard:

- Progress made by the OPCC against compliance with GDPR requirements was on track, but had required significant resource from the office to support the implementation.
- Hampshire and the Isle of Wight was regarded as a national leader in the use of Restorative Justice (RJ) practices. The Commissioner was clear in his intention to continue to push boundaries in the use of RJ, and that, despite the costs involved, felt RJ delivered real value in supporting victims and reducing reoffending.
- Some projects within the delivery plan had been marked as complete at the end of the scoping phase. One example given was the use of the Barnabus Model. Whilst this project was currently on hold following the completion of scoping, the Commissioner had asked the Chief Constable to continue to look at the feasibility of its use with criminal justice partners.
- The Commissioner and his office were well engaged in steps to prevent FGM and were supporting plans to further engage communities through making the information needed by those effected both clear to understand and readily available.



- A recently added project would focus upon University collaboration and engaging students in the analysis of data on behalf of the OPCC. It was heard that this would provide practical work experience for students, who may go on to be influential in community safety in the future, and also allowed the OPCC to analyse more data with little financial cost.
- The Commissioner committed not to have staff officer or police resource within his office when they can provide better delivery to front line policing. The previous staff officer who had led on rural priorities had been returned back to policing and the OPCC were looking to incorporate rural priorities into the wider community strategy. The Commissioner further explained that engagement was also being undertaken with Neighbourhood Watch, to deliver rural priorities in partnership, and that the Commissioner had asked the Chief Constable to prioritise protecting the dedicated resource for rural crime within the force.

In response to questions, the Panel heard:

- Serious violent crimes were a growing concern.
- Areas of the OPCC's work which look beyond policing were focussed on reducing the impact on policing demand and making communities safer through reducing the risk of people becoming victims of crime.
- The OPCC was rolling out the use of SafetyNet to partners in line with GDPR requirements and 60 organisations had been engaged to date.
- The cyber ambassadors project was now complete, the pilot was in use and working with young children to help them to stay safe online. The pilot had demonstrated success to date with 24 schools and 8000 young people engaged thus far.

**RESOLVED:**

That the update on the delivery of the Police and Crime Plan is noted by the Police and Crime Panel.

179. **PROACTIVE SCRUTINY: CYBER FRAUD - RESPONSE FROM THE POLICE AND CRIME COMMISSIONER**

Cllr Jan Warwick provided a brief overview of the recommendations which had previously been made to the Commissioner.

The Commissioner's comments on the recommendations from the 'cyber fraud' proactive scrutiny were noted.

In response to questions from Members on the Commissioner's comments, it was heard that the SAFER pack being developed by the OPCC was anticipated to be available for use from September, and once ready that a copy of the pack would be shared with the Panel.

**RESOLVED:**

That the Commissioner's response is noted by the Police and Crime Panel and published on the Panel's website.

180. **PROACTIVE SCRUTINY: HATE CRIME - RECOMMENDATIONS AND OUTCOMES**

The final draft of the outcomes and recommendations from the 'Hate Crime' proactive scrutiny were presented to the Panel. Cllr Simon Bound provided a brief overview of draft recommendations from the Plan Working Group .

Members agreed the outcomes and recommendations from the 'Hate Crime' proactive scrutiny. The Chairman explained that these would be sent to the Commissioner for response.

The Chairman further explained that the Panel's letter of recommendation would be published on the Panel's website and shared with those who provided evidence to the review.

**RESOLVED:**

That the recommendations of the Panel were agreed and would be sent to the Commissioner for consideration.

181. **POLICE AND CRIME PANEL - ANNUAL COMPLAINTS REPORT**

Members received a report from the scrutiny officer to the Panel detailing the activities of the Complaints Sub-Committee over the last 12 calendar months. It was noted, by the Chairman, that the reporting period had been amended from quarterly to annually to allow the data to reflect a more meaningful reporting period for comparison.

**RESOLVED:**

That the annual complaints report is noted by the Police and Crime Panel.

182. **POLICE AND CRIME PANEL - UPDATE TO GOVERNANCE DOCUMENTS**

Members received a report from the democratic support officer to the Panel, following the recent annual complaints review meeting, proposing a number of updates to the Complaints Protocol and the Complaints Sub-Committee Terms of Reference.

**RESOLVED:**

That the updates to the governance documents are agreed by the Police and Crime Panel

183. **POLICE AND CRIME PANEL - MEMBERSHIP OF WORKING GROUPS**

Members received a report from the scrutiny officer to the Panel which sets out the required membership of the Panel's working groups for consideration and appointment.

**RESOLVED**

That the membership of the Complaints Sub-committee, the Finance Working Group, and the Plan Working Group be as follows:

Complaints Sub-Committee:

(appointed with reference to the updated governance documents – previous item refers)

- Cllr Lisa Griffiths
- Cllr Ken Muschamp
- Bob Purkiss
- Cllr Frank Rust
- Cllr Jan Warwick

Finance Working Group:

- Michael Coombes
- Cllr Gary Hughes
- Cllr Ian Richards
- Vacancy
- Vacancy

Plan Working Group:

- Cllr Simon Bound
- Cllr Steve Clarke
- Cllr Dave Shields
- Vacancy
- Vacancy

#### 184. **POLICE AND CRIME PANEL - WORK PROGRAMME**

Members received a report from the scrutiny officer to the Panel setting out the proposed work programme for the Panel.

##### **RESOLVED:**

That the Police and Crime Panel agree the work programme.

#### 185. **POLICE AND CRIME COMMISSIONER - ENABLING EFFECTIVE AND EFFICIENT POLICING**

The Panel received a verbal presentation from the Commissioner, setting out how he was enabling effective and efficient operational policing.

During the presentation Members heard:

- The Commissioner had set out to define policing through the four clear and simple priorities within his Police and Crime Plan.
- Delivering effective and efficient policing was core to supporting the Commissioner in meeting his statutory responsibilities.
- Hampshire Constabulary were one of only 12 forces rated as good in all areas by HMICFRS PEEL inspections in 2017.

- 98.3% of the overall budget controlled by the Commissioner had been spent directly on delivering operational policing, with the remaining 1.7% focussed on delivering crime prevention beyond policing.
- Through his focus on areas beyond policing, the Commissioner had endeavoured to reduce demand on policing and seek to improve or increase the capacity and capability of operational policing.
- During his term in office the OPCC had initiated 62 projects and delivered 140 new services.
- The Commissioner had sought to enhance Hampshire Constabulary's operational capabilities by investing £800,000 in new taser equipment and £1.6m in mobile technology.
- The Commissioner had supported efforts to collaborate with Thames Valley Police to deliver savings and create efficiencies.
- Effective governance was key to delivering the best value and driving savings to reinvest into policing.

(Cllr Tonia Craig left the meeting at this point)

- SafetyNet continued to deliver a saving on police time and demand. The cost of the system was a fraction of the overall policing budget but it was felt to keep officers safer on duty and allow the sharing of important information between partners.
- The development of the new Interact system, by the OPCC, was seen as ground-breaking technology which would provide live, real-time data that could support the constabulary, community safety partnerships and other key partners in delivering targeted crime prevention advice and support. The cost of developing the system was £30,000 and it was already gaining interest from a number of parties, including the Home Office who were due to visit the OPCC to see the system in action.

The Chairman thanked the Commissioner for sharing this information with the Panel, which would form a starting point of the Panel's forthcoming proactive scrutiny to examine how the Commissioner is enabling effective and efficient policing for Hampshire and the IOW.

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Chairman, 5 October 2018

## HAMPSHIRE POLICE AND CRIME PANEL

### Report

<b>Date considered:</b>	5 October 2018		
<b>Title:</b>	Appointment of a Local Authority Co-opted Member of the Police and Crime Panel		
<b>Contact:</b>	Democratic Support Officer to the Panel		
<b>Tel:</b>	01962 847483	<b>Email:</b>	<a href="mailto:members.services@hants.gov.uk">members.services@hants.gov.uk</a>

#### 1. Executive Summary

- 1.1 The purpose of this paper is to set out the proposed appointment of a Local Authority Co-opted Member of the Police and Crime Panel.

#### 2. Legislative Context

- 2.1 The Police Reform and Social Responsibility Act 2011 (“the Act”) places a duty to produce a balanced Panel. In securing the balanced appointment objective, as far as reasonably practical, the Panel should seek to represent all parts of the Hampshire policing area, be politically proportionate to the make up of the local authorities across the Hampshire policing area and seek to ensure that collectively the Panel has the skills, knowledge and experience necessary for the police and crime panel to discharge its functions effectively.
- 2.2 In accordance with the Panel’s Rules of Procedure and the requirements of the Act, appointments are made on a term coterminous with that of the Police and Crime Commissioner, and on the provision that the balanced appointment objective continues to be met. The political proportionality of the panel is reviewed annually, prior to the Panel’s AGM each July.

#### 3. Process

- 3.1 At the Panel meeting on 7 July 2018 it was heard that Councillor Reg Barry, Liberal Democrat Local Authority Co-opted Member had resigned his position on the Panel. It was determined that in order to maintain the Panel’s balanced political proportionality a nomination would be sought from the Liberal Democrat Groups across the Hampshire Policing Area.
- 3.2 During August 2018 each of the Liberal Democrat Groups within the Hampshire Policing Area, via their respective local authorities, were approached and asked to make a collective nomination to the vacant position.

3.3 On 17 September 2018 notification was received that the Liberal Democrat Group nominee to this vacancy was Councillor Brian Lambing, whose details are set out below.

3.4 Councillor Lambing has lived in Hampshire since 1964, working in Basingstoke, Andover and Winchester. He has been a Winchester City Councillor for the last ten years and is Joint Chairman of the Badger Farm and Oliver's Battery Residents association and Community Centre. He is also a member of the Independent Advisory Panel for the Army Training Regiment, Winchester. He spent working life in the Security and High Security Printing Industry in various capacities.

#### **4. Recommendations**

**4.1 That Councillor Brian Laming is appointed to the Local Authority Co-opted Member vacancy on the Hampshire Police and Crime Panel, in accordance with the requirements noted in section two above**

#### **Section 100 D - Local Government Act 1972 - background documents**

**The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)**

<u>Document</u>	<u>Location</u>
N/A	N/A

## HAMPSHIRE POLICE AND CRIME PANEL

### Report

<b>Date considered:</b>	5 October 2018		
<b>Title:</b>	Update to Governance Documents		
<b>Contact:</b>	Democratic Support Officer to the Panel		
<b>Tel:</b>	01962 847483	<b>Email:</b>	<a href="mailto:members.services@hants.gov.uk">members.services@hants.gov.uk</a>

#### 1. Executive Summary

- 1.1 The purpose of this paper is to set out revised governance documents previously adopted by the Hampshire Police and Crime Panel (PCP)

#### 2. Complaints

##### *Protocol for the Informal Resolution Procedure Regarding Complaints made Against the PCC*

- 2.1. The protocol outlines the process under which the Complaints Sub-Committee will seek to determine complaints. Revisions have been proposed to enhance the clarity and transparency of the process for determining whether part 4 of the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 ("the Regulations").
- 2.2. In order to enable this process to be undertaken efficiently it was agreed by the Sub-Committee, at their meeting on 24 September 2018, to delegate their responsibility for the decision to disapply part 4 of the regulations, in respect to all or part of any complaint, to the Panel's Monitoring Officer, in consultation with the Chairman of the Sub-Committee.
- 2.3. A number of other amendments were agreed, in response to the proposals above and to enhance the accuracy of the document. The updated protocol can be found at appendix one

##### *Guidance Note on the management of unreasonable complainant behaviour*

- 2.4. The guidance note outlines what the Sub-Committee considers to be unreasonable complainant behaviour, the options available to the Sub-Committee and the possible consequences to the individual.
- 2.5. Where unreasonable complainant behaviour adversely affects the sub-committee's ability to perform their role, or the work of any of the Panel's supporting officers, a decision may need to be reached to restrict the contact that person has with the Sub-Committee. Given the potential impact of such behaviours any such decision may need to be reached within a short timeframe, in order to minimise any ongoing disruption and therefore the Sub-

Committee agreed, at their meeting on 24 September 2018, delegate their responsibility for the application of this guidance note to the Panel's Monitoring Officer, in consultation with the Chairman of the Sub-Committee.

- 2.6. A number of other amendments were agreed, in response to the proposal above and to enhance the accuracy of the document. The updated guidance note can be found at appendix two.

### **3. Proactive Scrutiny Task and Finish Group**

- 3.1. At its meeting on 18 September the Proactive Scrutiny Task and Finish Group agreed a draft version of a terms of reference for the working group. The proposed terms of reference can be found at appendix three.

### **4. Recommendations**

That the Panel note the updated Protocol for the Informal Resolution Procedure Regarding Complaints made Against the PCC and the updated Guidance Note on the management of unreasonable complainant behaviour.

That the Panel approve the Terms of Reference for the Proactive Scrutiny Task and Finish Group.

#### **Section 100 D - Local Government Act 1972 - background documents**

**The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)**

<u>Document</u>	<u>Location</u>
N/A	N/A



Hampshire Police and Crime Panel

Protocol for the Informal Resolution Procedure Regarding Complaints made Against the PCC

Initial recording of complaints received

The Chief Executive of the Office of the PCC will consider whether the complaint is a complaint against the PCC, is a complaint for which the Hampshire PCP is the relevant Police and Crime Panel, is a complaint at all, or is a complaint relating to an operational matter of Hampshire Constabulary (the Constabulary) to be resolved in accordance with the complaints procedures of the Constabulary.

When in accordance with the delegation to the Chief Executive of the Office of the PCC the decision has been made to record a complaint that will not subsequently be referred to the Independent Office for Police Conduct Complaints Commission (the IOPC), the Chief Executive of the Office of the PCC will:

- Record the date of receipt and ensure that the complaint has been made on the Complaints Form at Annex 1
- send a record of the complaint, the Complaints Form, to the complainant and to the person complained about (in the latter case, subject to any decision taken not to supply a copy of the complaint or to supply the complaint in a form which keeps anonymous the identity of the complainant or of any other person) and will include the contact details of the Panel's scrutiny officer; and
- refer the record, the Complaints Forms, and copies of all the associated paperwork, to the Panel's scrutiny officer. This will be no later than two working days after the complaint has been recorded.

Acknowledgement of complaints

On receipt of the complaint, the Panel's scrutiny officer will:

- Assess the complaint to ensure that it is complete, and that it clearly identifies the alleged conduct matter
- Refer incomplete or unclear complaints back to the Chief Executive of the Office of the PCC seeking further information.
- Consider whether the complaint has been satisfactorily dealt with and if so, consulting with the complainant, to treat the complaint as withdrawn.
- write to the complainant, setting out timescales and providing details about the informal resolution procedure; and giving the complainant an opportunity to make further comments in support of his/her complaint (allowing him/her 14 clear calendar days to respond). Where the Panel's scrutiny officer believes that the circumstances of the case are such that the Complaints Sub-Committee may decide to treat the complaint as having been resolved,

he/she will ask the complainant to provide his/her representations in this regard for the Complaints Sub-Committee to take into account; and

- write to the person complained about, setting out timescales and providing details about the informal resolution procedure; and giving him/her an opportunity to make comments in response to the complaint (allowing him/her 14 clear calendar days to respond).

### Disapplication

In appropriate cases, the informal resolution procedure may be- disapplied in respect of a complaint in accordance with Regulation 15 of the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 ("the Regulations"). If the Panel's scrutiny officer identifies that a complaint may be suitable for consideration for disapplication of part 4 of the Regulations they will refer it to the Panel's Monitoring Officer.

- The Monitoring Officer, in ~~consider in~~ consultation with the Chair of the Sub-Committee, will consider the suitability of the complaint for disapplication of part 4 of the Regulations.
- In the event that ~~disapplication-a matter~~ is ~~considered~~determined to be suitable for a disapplication of Part 4 of the Regulations appropriate in relations to a complaint, the Monitoring Officer will ~~to write to~~ consult the complainant and the PCC, notifying them of this decision, before determining whether a disapplication is appropriate whereupon the complaint will be recorded as complete.
- In the event that only part of a complaint is determined to be suitable for disapplication, this will be notified to the complainant and the PCC in the notification letter, outlining those parts of the complaint to which disapplication will apply.
- Any decision taken to disapply the informal resolution procedure in respect of a complaint, or part thereof, will be formally reported to the Sub-Committee at the first Sub-Committee Meeting following the date of the determination.

### Meetings of the Sub-Committee

The Panel's Scrutiny Officer will convene a meeting of the Complaints Sub-Committee, normally to be held within 21 clear calendar days ~~after~~ the deadline for receipt of all comments to the complaint. The Panel's scrutiny officer will, taking advice from the legal adviser, compile a brief report for the Complaints Sub-Committee, setting out the pertinent details of complaint, recording any failure by the person complained about to comment on the complaint and making suggestions for the next steps.

- The Complaints Sub-Committee will first consider whether the complaint has been satisfactorily dealt with and, subject to any representations by the complainant, may decide to treat the complaint as having been resolved. In such

a case, the Complaints Sub-Committee's reasons will be recorded and notified to the parties.

- While the Complaints Sub-Committee is prohibited from conducting an open investigation of the complaint, it does have the power to ask, of the person complained against, for documents relating to the matters referred to in the complaint, and may require the OPCC to attend a meeting of the Sub-Committee to answer questions. The Complaints Sub-Committee may also invite the complainant to provide further information for the purpose of clarity. In exercising these powers, the Complaints Sub-Committee will seek to ensure fairness and transparency within its proceedings and, following legal advice, will focus on matters which substantiate or clarify a point relating to the complaint, or response to the complaint.
- The Complaints Sub-Committee shall have regard to:
  - The Code of Conduct of the Police and Crime Commissioner;
  - Whether the complaint discloses a specific conduct failure on the part of the Police and Crime Commissioner, identifiable within the Code of Conduct of the Police and Crime Commissioner, or whether it relates to operational matters of the constabulary, and operational policing matters in which the Police and Crime Commissioner has no authority;
  - The remedies available to it;
  - All other relevant considerations.
- If, on considering the report, the Complaints Sub-Committee feels that the matter needs to be determined under the informal resolution procedure, it will decide its course of action. In considering this action it shall have regard to the limits on investigation, referred to above.
- The Complaints Sub-Committee will consider whether to devise an action plan (to be drawn up by the Panel's scrutiny officer) and in so doing will take into account any applicable guidance issued by the Secretary of State and may also consider any guidance issued by the IOPC pursuant to section 22 of the Police Reform Act 2002 on local resolution. Any such action plan will include an indicative timeframe.
- Any such action plan may include (for example):
  - An explanatory letter being written by an officer of the Panel (or on behalf of the Complaints Sub-Committee),
  - An explanatory letter being written by an officer of the OPCC,
  - A suggested change to OPCC policy; or
  - A request that an apology is tendered (no apology may be tendered on behalf of the person complained against unless that person has admitted the alleged conduct and agreed to the apology).

- The Complaints Sub-Committee will also decide whether it wishes to:
  - reconvene to take any steps identified in the action plan,
  - authorise any named individual (who may not be a PCC, a DPCC or the Chief Executive of the Office of the PCC) to take any steps in accordance with the action plan; or
  - refer the matter to the Panel recommending that the identified action be taken.
- Once the actions from the plan have been completed, the matter may be referred back to the Complaints Sub-Committee or an authorised individual may determine that the matter has been resolved. The Panel's scrutiny officer must make a record of the outcome of the informal resolution as soon as practicable, normally within three clear working days, after the process is completed and provide copies to the complainant and the person complained against. The matter will then be closed.
- No part of the record may be published by the Complaints Sub-Committee, other than that required under the Local Government (Access to Information) Act 1985, unless, having given the parties an opportunity to make representations about the proposed publication and having considered any such representations, the Complaints Sub-Committee considers that publication is in the public interest.
- The Panel's scrutiny officer will prepare an update report to each annual general meeting of the Panel about all complaints considered in the preceding 12 months by the Complaints Sub-Committee, the action taken (including any obligations to act, or refrain from acting, that have arisen under the regulations, but have not yet been complied with or have been contravened) and the outcome of the process.
- If, at any stage, the IOPC informs the Panel that they require the complaint to be referred to them, or if the Complaints Sub-Committee decides that the complaint should be referred to the IOPC, the informal resolution process must be discontinued. The Complaints Sub-Committee should only decide that the complaint should be so referred if matters come to light during the informal resolution process which indicates the commission of a criminal offence, thus leading to the earlier decision as to whether or not the complaint was a serious complaint being reversed.
- At any stage, the Panel's scrutiny officer may seek legal advice from the Panel's legal adviser.

## Guidance Note on the management of unreasonable complainant behaviour

### 1 Introduction

- 1.1 The Hampshire Police and Crime Panel (hereafter referred to as “the Panel”) is committed to providing a high quality service at all times to members of the public when dealing with complaints made against the Police and Crime Commissioner for Hampshire (hereafter referred to as “the Commissioner”).
- 1.2 The Panel has delegated part of its role in handling complaints to a Complaints Sub-Committee (hereafter referred to as ‘the Sub-Committee’), which is made up of Local Authority and Independent Co-opted Panel Members.
- 1.3 The Sub-Committee aims to consider all complaints made against the Commissioner ~~within three weeks of recording in accordance with its Protocol for the Informal Resolution Procedure, and to provide complainants with the opportunity to make further comments in support of their complaint.~~ A flowchart setting out the correct process for making a complaint against the Commissioner can be found at Appendix 1.
- 1.4 The Police Reform and Social Responsibility Act 2011 (and later regulations) set out the powers of the Sub-Committee in resolving or closing complaints made against the Commissioner. The Legislation is clear that consideration of a complaint by the Panel should not amount to an investigation. As such, the Panel is limited in the steps it can take to review a complaint, and the recommendations it can make as a result.
- 1.5 The Sub-Committee may decide to disapply the informal resolution process agreed by the Panel, should the complaint fail to meet certain criteria.
- 1.6 The Sub-Committee recognise that there may be times when a member of the public may not be satisfied with the outcomes reached by the Sub-Committee. The Sub-Committee are committed to dealing with all complaints fully and in a timely manner, but are mindful of the need to stay within legislation. Should any individual not be satisfied with the Sub-Committee’s conduct in relation to a complaint, an option open to them is to refer a case to the Local Government Ombudsman (see section 8 below).

- 1.7 Usually complaints reviewed by the Sub-Committee are subject to a straightforward process, but in a small number of cases complainants may begin to pursue their cases in a way that can get in the way of reviewing the complaint or unfairly take officers supporting the Sub-Committee away from their other duties. Similarly, complainants who have had their complaints resolved by the Sub-Committee may continue to pursue their complaint, or request outcomes to their case that the Sub-Committee is not capable or are is unwilling to grant.
- 1.8 The aim of this guidance is to let complainants know what the Panel-Sub-Committee considers to be unreasonable complainant behaviour, the options available to the Sub-Committee and the possible consequences to the individual.
- 1.9 The Sub-Committee will only invoke this guidance after careful consideration, and in exceptional circumstances. Individuals may have justified complaints but may be pursuing them in an inappropriate way, or they may be intent on pursuing complaints which appear to have no substance or which have already been investigated and determined.
- 1.10 Such complaints may rarely occur, but if a complainant's behaviour adversely affects our ability to do our work, or the work of any of our supporting officers, we may decide to restrict the contact that person has with the Sub-Committee.
- 1.11 If the Sub-Committee decide to invoke this guidance, we will write to the individual concerned to tell them why we believe his or her behaviour falls into that category, what action we are taking and the duration of that action.

## 2 What is meant by “unreasonable complainant behaviour”?

- 2.1 The Sub-Committee have adopted the definition used by the Local Government Ombudsman. Unreasonable complainant behaviour occurs where:
- There is repeated and obsessive pursuit of a complaint which appears to have no substance or which has been investigated and determined.
  - The contact may be amicable but still place very heavy demands on officer or Member time, or may be very emotionally charged and distressing for all involved.
  - There is an escalation of behaviour which is unacceptable, for example abusive, offensive or threatening behaviour.
- 2.2 Examples include the way or frequency that complainants raise their complaint with the Sub-Committee, or how complainants respond when they are told of our decision of their complaint. Appendix 2 lists a range of situations the Sub-Committee may consider to be examples of unreasonable behaviour.

### **3 Considerations to be made before taking action to restrict access**

- 3.1 All complainants have the right to have their complaint considered at an initial stage by the Sub-Committee. The Sub-Committee will ensure that the complaints procedure is exhausted – ended at a point that is appropriate to each case – and the complainant notified as such.
- 3.2 The Sub-Committee will consider and ensure they understand an individual's circumstance, how and why they feel as they do and what it is that would resolve the matter for them. We must be sure that we have given them the right opportunity to express their views and opinions and that we have listened and given appropriate thought and effort to resolving and explaining the position and our actions.
- 3.3 Before deciding whether the guidance should be applied, the Sub-Committee, with legal advice, will consider and satisfy themselves that:
  - The complaint is being or has been reviewed properly, and any decision reached has been found to be appropriate based on the information presented to the Sub-Committee at the time.
  - Communications with the complainant have been adequate and within the Panel's policies.
  - Any decision reached has been reviewed and is found to be appropriate.
  - The complainant is not now providing any significant new information that might affect the Sub-Committee's view on the complaint.
  - There is not another, more specific path for the complainant to follow e.g. an appeal process to be followed when they are complaining about a decision taken.
- 3.4 Some individuals that may be considered to be unreasonable complainants may be behaving this way because of a specific circumstance or difficulty. Where this is indicated the Sub-Committee will take this into account in determining the reasonableness of the complaint made.
- 3.5 Any restrictive actions that may be taken will be tailored based on the circumstances and behaviour of the individual and their complaint.

### **4 Possible Actions**

- 4.1 Actions that could be taken to restrict access and contact:
  - Restricting telephone calls to specified days/times/duration (for example, one call on one specified morning/afternoon of any week);

- Limiting the complainant to one medium of contact (telephone, letter, email etc.) and/or requiring the complainant to communicate only with one named member of staff. If this by email, it will be automatically forwarded to the named single point of contact;
- Placing restrictions on the amount of time the Sub-Committee and their officers will spend reviewing their complaints;
- Letting the complainant know that the Sub-Committee will not reply to or acknowledge any further contact from them on the specific topic of that complaint;
- Refusing to register and process further complaints about the same matter.

4.2 In some circumstances, the Sub-Committee may decide that it is appropriate to severely reduce or completely stop responding to a particular complainant.

## **5 Process for the application of the Guidance Note on the management of unreasonable complainant behaviour**

**5.1 At its meeting, on 24 September 2018, Sub-Committee agreed the application of the Guidance Note on the management of unreasonable complainant behaviour be delegated to the Monitoring Officer to the Panel (hereafter referred to as “the Monitoring Officer”), in consultation with the Chair of the Sub-Committee (hereafter referred to as “the Chairman”), as set out in this Guidance Note. This was recommended in order to allow the guidance note to be applied and any restrictions put in place in a shorter timeframe, given the impact unreasonable behaviour may have on both Member and officer time.**

**5.2 Delegation of this power to the Monitoring Officer does not preclude a meeting of the Sub-Committee being called to determine a decision in respect of unreasonable complainant behaviour should it be deemed necessary by the Monitoring Officer.**

### **First Stage – Notification/Warning**

**4.35.3 The Monitoring Officer will review, in consultation with the Chairman. The Sub-Committee, with legal advice, will confer on why the complainant’s behaviour is causing a concern, giving clear documented evidence to support this and outlining how the behaviour needs to change.**

**5.4 The legal advisor/ Monitoring Officer -to the Sub-Committee- will write to the complainant explaining to them the actions that the Sub-Committee may be taken if their behaviour does not change, along with a copy of this guidance.**

### **Second Stage – Application**



5.5 Should the complainant continue to demonstrate unreasonable behaviour, following receipt of the notification, the Monitoring Officer, in consultation with the Chairman will, determine whether to apply the unreasonable complainant policy and what actions will be taken.

4.45.6 If the Monitoring Officer determines to apply the Guidance Note on the management of unreasonable complainant behaviour, the legal adviser to the Panel will write to the complainant explaining to them the actions to be taken. All letters will include:

- Why this decision has been reached~~the Sub-Committee has taken the decision it has~~;
- What specific action ~~it is~~ being taken~~gen~~;
- The duration of that action;
- The date the decision will be reviewed;
- The circumstances that the decision could be reviewed in advance of that date (e.g. new relevant information);
- The right of the complainant to contact the Local Government Ombudsman (LGO) about the fact that they have been treated as unreasonable.

5.7 Any decision taken to apply this guidance note will be formally reported to the Sub-Committee at the first Sub-Committee Meeting following the date of the determination.

4.55.8 A log of the decision made and records of all contacts with the complainant will be kept. This information will be treated as confidential and only shared with those who may be affected by the decision in order them to carry out their role at work

4.65.9 Key information to be recorded includes:

- When a decision is taken not to apply the guidance ~~when a member of staff asks for this to be done~~, or
- When a decision is taken to make an exception to the guidance once it has been applied, or
- When a decision is taken not to put a further complaint from the complainant through the complaints procedure for any reason, and
- When a decision is taken not to respond to further correspondence, make sure any further letters, faxes or emails from the complainant are checked to pick up any significant new information.

4.75.10 Any further contact from the complainant, for example on a new issue, will be treated on its merits.

56 **Who will be informed about restrictions?**

5.46.1 All officers and Members who have experienced unreasonable complainant behaviour relating to the specific complaint will be informed of the decision to impose contact restrictions.

## 67 **Reviewing the decision to restrict access**

6.47.1 When imposing a restriction on access a specified review date is given. Once that date has been reached any restrictions should be lifted and relationships returned to normal unless there are good grounds to extend the restriction.

6.27.2 The Sub-Committee, in conjunction with the Panel's legal advisor, will review the restriction at the agreed time. If the decision is made to lift the restriction the complainant will be informed of that decision. If restriction is to continue, the reasons for the continuation of the restriction will be given to the complainant along with the next review date.

## 78 **Referring complainants to the Local Government Ombudsmen (LGO)**

7.48.1 A complainant who is not satisfied with the outcomes-determinations of the Sub-Committee or its Monitoring Officer may make a complaint to the LGO, who will consider the case. Should they determine that the referral of a complaint warrants further consideration, they will review the process followed by the Sub-Committee or its Monitoring Officer in reaching any such conclusion.

7.28.2 A complainant who has been designated as unreasonable may make a complaint to the Ombudsman about the way in which they have been treated. The Ombudsman is unlikely to be critical of the Sub-Committee and its Monitoring Officer's actions if it can show that it acted proportionately and in accordance with its adopted guidance.

## 89 **Harassment and bullying**

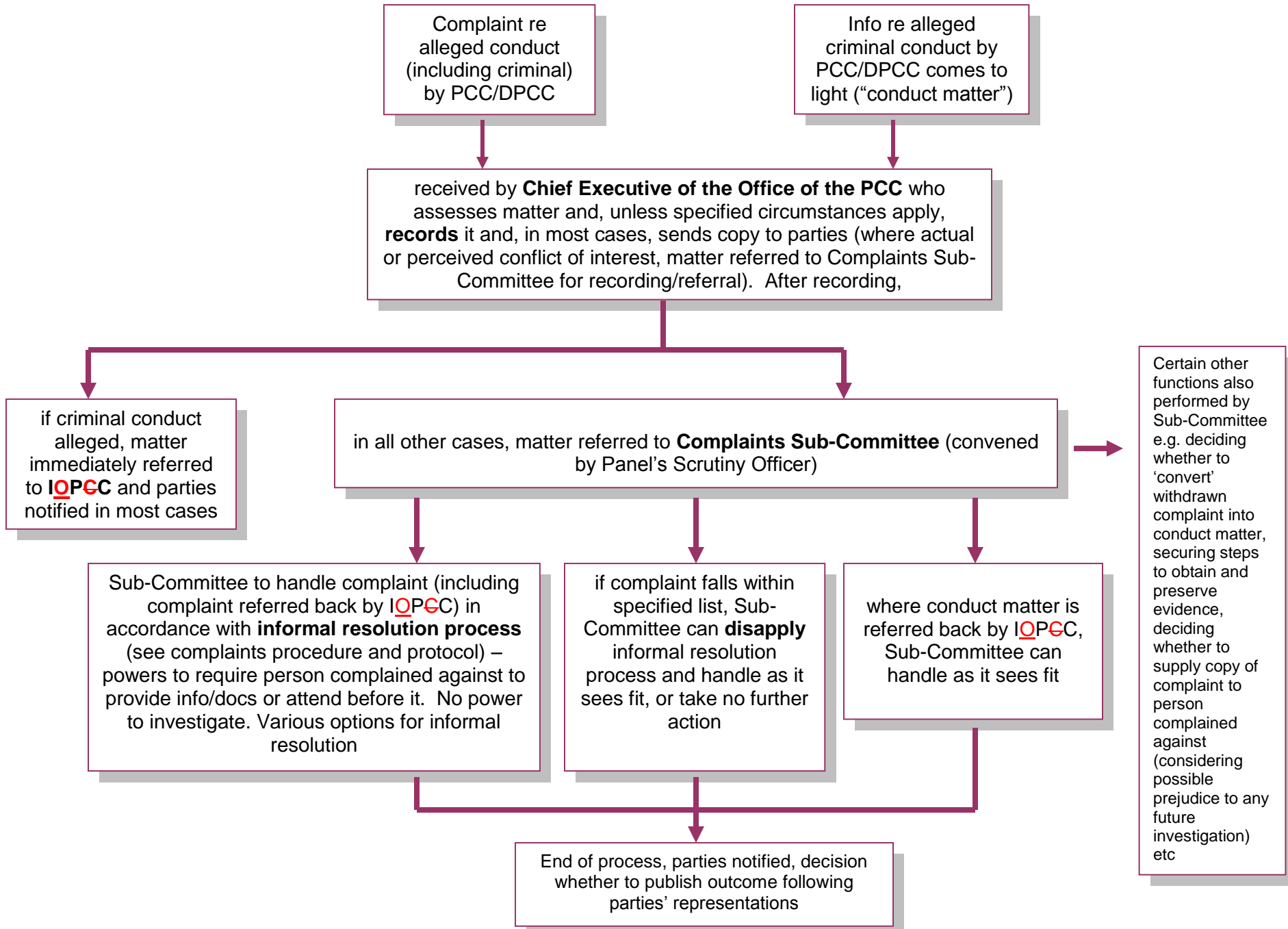
8.49.1 Unreasonable complainant behaviour may amount to bullying or harassment. All Sub-Committee members and officers have the right to be treated with respect and dignity in the workplace. Behaviour by third parties that bullies, harasses or intimidates individuals is unacceptable and will not be tolerated. The Sub-Committee will take all reasonable steps to prevent such behaviour.

## 10 **Contact information**

10.1 For more help or information, the Complaints Sub-Committee can be contacted via [members.services@hants.gov.uk](mailto:members.services@hants.gov.uk)

10.2 More information on complaints can be found at <http://www3.hants.gov.uk/hampshire-pcp/pcc-complaints.htm>

## COMPLAINT HANDLING FLOWCHART – APPENDIX 1



## Appendix 2 - Examples of unreasonable behaviour of complainants

Unreasonable complainant behaviour includes what is listed below. The list is not exhaustive, nor does one single feature on its own necessarily imply that the person will be considered as being in this category. It may include:

- Have insufficient or no grounds for their complaint, or be making the complaint only to annoy (or for reasons that he or she does not admit or make obvious)
- Refuse to specify the grounds of a complaint despite a request to do so
- Refuse to co-operate with the complaints process while still wishing their complaint to be resolved
- Refuse to accept that issues are not within the remit of the complaints policy and procedure despite having been provided with information about the scope of the policy and procedure.
- Refuse to accept that issues are not within the power of the Complaints Sub-Committee to review, change or influence (for example a complaint about something that is the responsibility of another organisation)
- Insist on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice (insisting, for instance, that there must not be any written record of the complaint)
- Make what appear to be groundless complaints about the those dealing with the complaints, and seek to have them dismissed or replaced
- Make an unreasonable number of contacts with the Sub-Committee, by any means, in relation to a specific complaint or complaints
- Make persistent and unreasonable demands or expectations of staff and/or the complaints process after the unreasonableness has been explained to the complainant (an example of this could be a complainant who insists on immediate responses to numerous, frequent and/or complex letters, faxes, telephone calls or emails)
- Harass or verbally abuse or otherwise seek to intimidate Members or officers dealing with their complaint, in relation to their complaint by use of foul or inappropriate language or by the use of offensive and racist language
- Raise subsidiary or new issues whilst a complaint is being addressed that were not part of the complaint at the start of the complaint process
- Introduce trivial or irrelevant new information whilst the complaint is being reviewed outside of the period given for additional comments, and expect this to be taken into account and commented on
- Change the substance or basis of the complaint without reasonable justification whilst the complaint is being addressed
- Deny statements he or she made at an earlier stage in the complaint process
- Electronically record conversations without the prior knowledge and consent of the other person/s involved
- Refuse to accept the outcome of the complaint process after its conclusion, repeatedly arguing the point, complaining about the outcome, and/or denying that an adequate response has been given

- Make the same complaint repeatedly, perhaps with minor differences, after the complaints procedure has been concluded, and insist that the minor differences make these 'new' complaints which should be put through the full complaints procedure
- Complain about or challenge an issue based on a historic and irreversible decision or incident
- A combination of some or all of the above features

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## **ENABLING EFFECTIVE AND EFFICIENT POLICING - PROACTIVE SCRUTINY TASK AND FINISH GROUP**

### **TERMS OF REFERENCE**

#### **1. Role and Purpose of the Group**

The Proactive Scrutiny Task and Finish Group was established to take a lead on the PCP's proactive scrutiny considering how the Commissioner is Enabling Effective and Efficient Policing.

#### **2. Scope of the Task and Finish Group**

*Objectives:*

- *To take a lead in the PCP's Enabling effective and efficient policing scrutiny. Key activities include:*
  - Finalising the scope for proactive scrutiny session, including the identification of stakeholders to approach for evidence, and lines of enquiry for the review.
  - Meeting with stakeholders to gather evidence for the scrutiny
  - Reviewing evidence received, and compiling a report/presentation back to the Panel
  - Identifying lines of enquiry to be asked of the Commissioner

In undertaking their responsibilities, the group will consider how outcomes from this review can support and better enable the Commissioner to support and hold to account the Chief Constable for delivery of the operational effectiveness of Hampshire Constabulary.

*Exclusions:*

The group will only consider matters which relate to the role and duties of the PCC, and not those which specifically regard operational policing or the responsibility of other statutory bodies.

#### **3. Method**

As a task and finish group of the Panel, meetings will not usually be held in public, and access to information rules for the public will not apply to these meetings.

The group may call on any member of the PCP to join them as an 'expert' adviser, in order to support the effective discharge of their responsibilities.

Where the group requires further information in order to enhance the efficiency of the proactive scrutiny work programme, such information will be requested.

#### **4. Membership**

Membership for the group was determined at the July 2018 meeting of the Panel, where Members volunteered for nomination to the group, with the final membership agreed by the full PCP.

The group shall be made up of a non restricted number of members. All members of the PCP are eligible for membership and the group should, where possible, seek to be a cross party group.

The group may request additional members of the PCP to contribute to the activities of the group as they find advantageous in the course of their considerations. The group may also invite representatives of the OPCC or other expert advisers to attend meetings in order to provide advice, but these members will not be full members of the group.

#### **5. Outcomes**

The group will provide a summary report to the Full Panel in January 2019, outlining the evidence received and will present the Panel with drafted lines of enquiry to be asked of the Commissioner. Following this meeting the group will then consider all evidence received and draft recommendations to the Commissioner which will be presented for formal agreement by the full Panel at the meeting of the full Panel on 26 April 2019.

### **Annexe**

#### **Background**

At their meeting on 6 July 2018, the Hampshire Police and Crime Panel determined that, in order to support the delivery of their proactive scrutiny looking at Enabling Effective and Efficient Operational Policing, a task and finish group would be formed. This consideration was made following recognition that this scrutiny would be a significant piece of work and would require Members to meet with stakeholders from across the Hampshire Policing Area.



# Police and Crime Plan

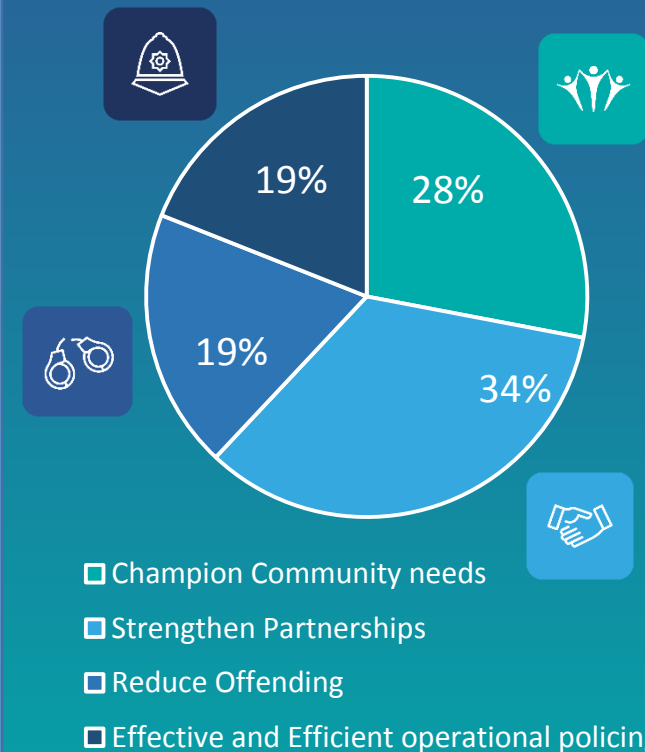
## Delivery Progress Update

### October 2018

# Police and Crime Plan | Dashboard Summary



## PROJECTS SPLIT ACROSS PRIORITIES



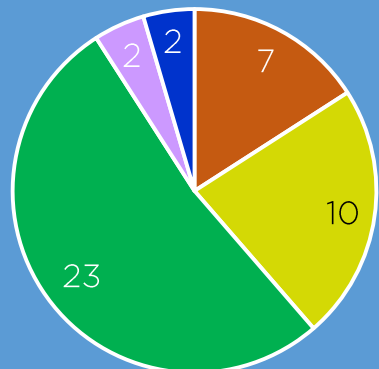
Completed projects

44 ↑

8 projects delivered

- General Data Protection Regulations
- Review Use of SafetyNet
- Elder Strategy
- Hate Crime
- Establish Blue Light Collaboration Programme
- Implementation of New Modern Slavery Partnership
- Crown Court Training
- Evaluation of Cyber Ambassadors

Completed projects per strand

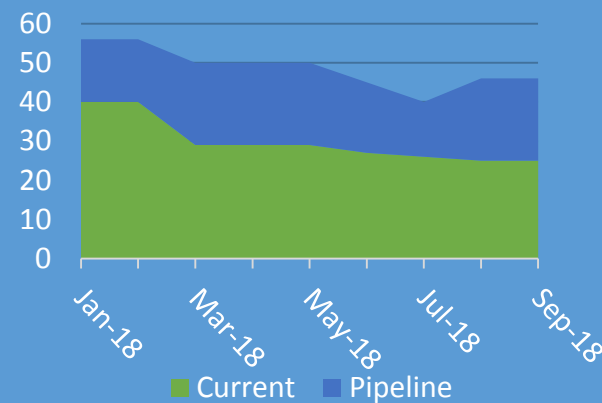


Current projects

25 ↓

4 projects initiated:

- Review of Out of Court Disposals
- Community Remedy Consultation
- GDPR – embed new policies
- Appropriate Adults



Current projects per strand



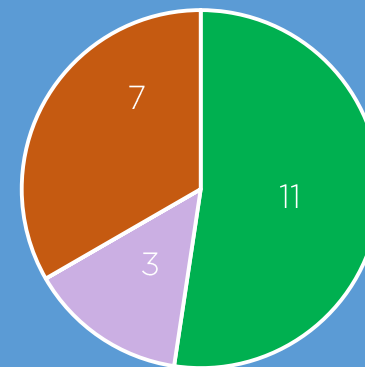
Candidate projects

21 ↑

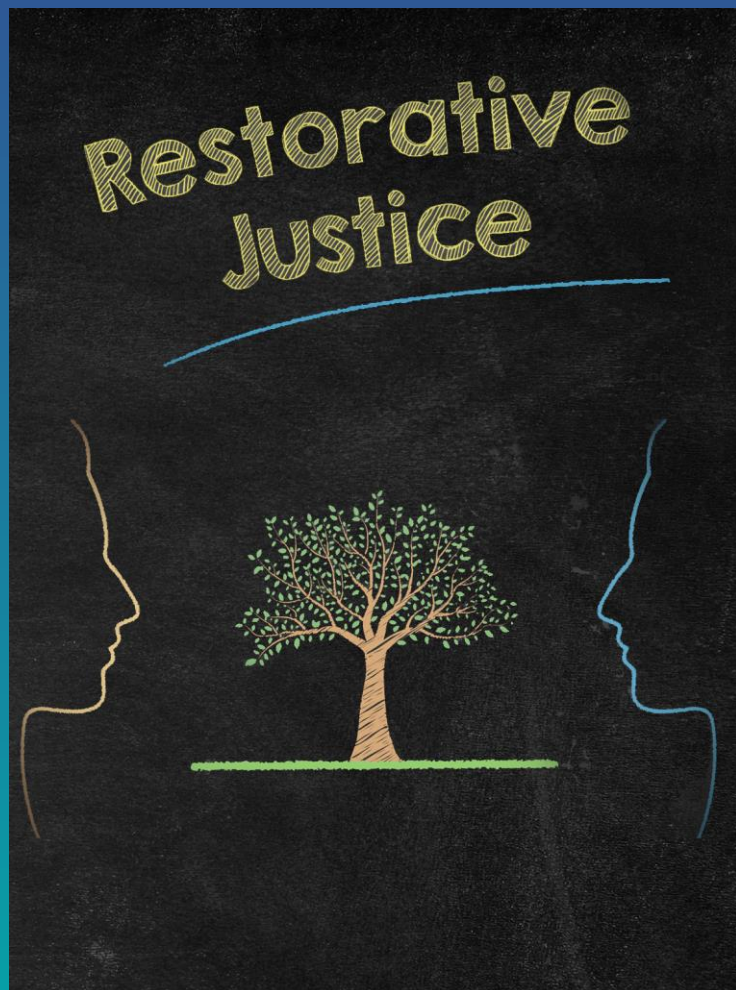
8 new candidate projects identified:

- Firearms Licensing Self-Service
- New PCC Website
- Deputy Data Protection Officer Established
- Female Offenders
- Extend Social Care Partnership
- Extend Health Care Partnership
- Delivery Plan Priorities
- Budget consultation 19/20

Future projects per strand



## RESTORATIVE JUSTICE FILMS



### Overview

- Short films that promote Restorative Justice
- Providing a training resource for professionals
- Featuring the voice of the victim and of police officers
- Because policing alone is not enough

### Outcome

- Four films produced – over 1,130 views on YouTube
- Now used as training resource for Family Liaison officers, Investigations officers, and all new police officers
- More victims aware of RJ and services available locally
- RJ referrals increased in Hampshire by 56% (17-18)
- Evidence suggests that RJ reduces reoffending by 14%

## FRAUD – KEEPING SAFER

Page 36



**STAY SAFE AND INDEPENDENT**  
by avoiding fraud and scams



Serving  
Hampshire  
Isle of Wight  
Portsmouth  
Southampton

### Overview

- To keep our communities and those vulnerable to fraud SAFER
- To support local campaigns and link to the national agenda
- To raise awareness amongst those most vulnerable to fraud
- Follow the campaign: @HantsPCC #tell2 #FraudAware18 #Scamnesty18

### Outcome

- Public survey to gather people's views and experiences of fraud launched on PCC website
- SCAMNESTY campaign launched to collect scam letters and emails received by the public
- SAFER pack now available as printed resource and on website
- Two focus groups held with Neighbourhood Watch leads

## P POLICING

# HATE CRIME

Page 37



## Overview

- Network of 48 third party reporting centres established
- Across Hampshire, Isle of Wight, Portsmouth and Southampton
- Enabling victims to report hate crime at locations other than police stations, access additional support or signposting to other agencies

## Outcome

- Hate crime reporting to Hampshire Constabulary increased by 20% (450 more crimes reported) from 2016/17 – 2017/18
- Hampshire hate crime and incident reports to True Vision website increased by 72% from 2015/16 – 2017/18



# Police and Crime Plan | Delivery Progress



Current Projects			
Project	Objective	Forecast End Date	
Big Conversations	Estate Change Programme Phase 1 & 2	To successfully deliver the approved Estate Strategy	Q2 2020
	Police Complaints Reform (statutory)	Implementation of Policing and Crime Act 2017 provisions as relating to the role of the PCC in the police complaints system	Q2 2019
	Embed General Data Protection Regulations (GDPR) policies	To ensure that the Police and Crime Commissioner's Office continues to comply and align with GDPR, including development and implementation of internal policy	Q3 2019
Big Issues	Integrated Domestic Abuse Service - Hampshire	To support victims of DA across the HCC area.	Q1 2019
	Integrated Domestic Abuse Service - Isle of Wight	Support service for victims of domestic abuse of IOW. (Forecast end date extended due to contract/financial changes related to Cllr Peace).	Q4 2018
	Cyber Safety - Youth Commission	Cyber Ambassadors pilot completed, progress towards a universal method of reporting, research issues young people are currently facing online	Q3 2018
	Substance misuse - Youth Commission	To implement recommendations from previous cohort and embed lethal highs work with partners	Q3 2018
	Hate crime - Youth Commission	To research young people's knowledge and views of hate crime & launch findings in Hate Crime Awareness week. To raise awareness of 3rd party reporting centres. To support the Police Apprentice Hate Crime project in Portsmouth.	Q3 2018
	Unhealthy relationships - Youth Commission	To raise awareness with young people of the early warning signs of an unhealthy relationship and what is a healthy relationship	Q3 2018
	Mental Health - Youth Commission	Research issues young people are currently facing and solutions to tackle them. Raise awareness of support/self-help that are available for those with low level mental health issues.	Q3 2018

# Police and Crime Plan | Delivery Progress



## Current Projects

Project	Objective	Forecast End Date
Commissioning & Partnerships Services in Police Custody	One service to support all vulnerable prisoners in custody, including: <ul style="list-style-type: none"> <li>• Arrest Referral</li> <li>• Pre-sentence Assessments</li> <li>• Liaison &amp; Diversion</li> </ul>	Q1 2019
Youth Prevention & Diversion Services	Future commissioning of the YOTs and other diversionary support services to prevent offending and re offending of young people	Q2 2019
Establishment of Restorative Justice in Specialist Cases	Development of established group of sexual crime specialists/support services, Hampshire Constabulary and Restorative Justice practitioners to manage the safe application of Restorative Justice	Q3 2018
Development of Barnahus Model	To gather CJS partner views on this model in order to establish if there is an appetite to introduce child houses within H&IOW	Q4 2018
Court Films	Films of all crown and magistrates courts within H&IOW which can be used by all CJS partners and commissioned services to familiarise victims and witnesses with court houses and the facilities when due to attend	Q2 2018
Review of Out of Court Disposals	To work with Hampshire Constabulary to ascertain if the diversionary options available to them are adequate to meet the needs of the suspects receiving a non-charge outcome	
Grants investment Programme	Bi-annual grants rounds	ongoing
Appropriate Adults	To develop a sustainable Appropriate Adult service for vulnerable adults which is agreed between the Police and Crime Commissioner, top tier Local Authorities, Hampshire Constabulary and the current provider (TAAS).	Q1 2019

# Police and Crime Plan | Delivery Progress



Current Projects			
Project	Objective	Forecast End Date	
Community	Communities Strategy	The creation of a Communities Strategy to highlight the Commissioner's commitment to enabling stronger and more self reliant communities	Q3 2018
	Community Remedy Consultation	Public consultation and engagement exercise to seek views on use of community remedy approaches as a non-charge option	Q2 2019
Policing	Fraud - Keeping Safer	To explore how we can keep communities and those seen as more vulnerable to fraud SAFER. Fraud comes in a number of guises and so needs to be tackled in a number of ways to meet the needs of those being defrauded and targeted.	Q4 2019
	Cyber - Behaviours	To explore how we can keep communities and those seen as more vulnerable to cyber crimes SAFER - cyber crime comes in a number of formats and so needs to be tackled in a number of ways to meet the needs of those being targeted	Q4 2019
	Heartstone schools project	Aimed at 9 - 12 years olds as they transition from junior to secondary school - the core message of the Heartstone Odyssey story is "live and let live" and provides multiple fictional scenarios which allow children to explore how they would deal with racism / incidents of intolerance that they encounter from any perspective and background and confronting other uncomfortable ideas in a safe and sensitive way	Q3 2018
	University Collaboration	Collaborating with academics to utilise information and evaluate services and projects to ensure best value for money	Q2 2022
	Data visualisation	Combining partner data to create a self-service tool for Community Safety Partners.	Q2 2018



# Police and Crime Plan | Decision Notices



## Summary of Decision Notices approved by Police and Crime Commissioner

Decision Subject	Date approved	Summary
Student Placements at Police and Crime Commissioner's Office	Sept 2018	An offer of placement to outstanding students who have, in their studies, contributed meaningful research and recommendations to the Police and Crime Commissioner's Office for 12 months from November 2018 to October 2019
Revised Scheme of Delegation and Consent	Sept 2018	Adoption of a revised Scheme of Delegation and Consent to reflect changes in the law and to facilitate more efficient decision making
Revised Contract Standing Orders	Sept 2018	Adoption of new Contract Standing Orders to reflect changes in the law and to facilitate more efficient decision making
Contact Management Programme	Sept 2018	Funding uplift to support the delivery of Hampshire Constabulary's Contact Management Programme
Vehicle Recovery Service Contract Renewal	Sept 2018	Approval for Hampshire Constabulary to renew the vehicle recovery service contract with a different provider
Funding contribution for mental health advice to frontline officers	Sept 2018	Approved contribution of £50k towards improved partnership arrangements providing better and faster access to professional mental health advice
Cyber Ambassadors Scheme	Sept 2018	Allocation of funding to the Hampshire and Isle of Wight Youth Commission for the Cyber Ambassadors Scheme
Safer Communities Grant Fund	Sept 2018	Funding allocations under the Safer Communities Grant Fund for the period of 1 October 2018 to 30 September 2019
General Data Protection Regulations	Sept 2018	Funding to cover cost of implementing statutory requirements relating to the new Data Protection Act (2018) and GDPR
Safer Together Competition Winners	July 2018	Allocations for funding of £500 from the Safer Together Event competition - Oakridge Infant School and Inclusion
Taser Uplift	July 2018	Approved funding of £831,600 to pay for a 100% uplift in Specially Trained Officers (STOs) to increase the number from 310 to 620 STOs with a maximum of a further £100,000 available for the estate implications
Support for Hampshire Constabulary projects	June 2018	Approved the release of £190k from earmarked funds (force reserves) to engage external support for force development projects

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**POLICE & CRIME  
COMMISSIONER**

Serving Hampshire  
Isle of Wight  
Portsmouth  
Southampton

# RESPONSE TO

Hampshire Police and Crime Panel  
recommendations:

# Hate Crime

<b>Enquiries To</b>	Ranjeev Kumar Pathak – Senior Performance and Information Officer Police and Crime Commissioner for Hampshire, St. George's Chambers, St. George's Street, Winchester, Hampshire, SO23 8AJ - <a href="http://www.hampshire-pcc.gov.uk">www.hampshire-pcc.gov.uk</a> - Tel: 01962 871595

Police and Crime Commissioner's response to Police and Crime Panel recommendations:

**a. That the PCC should continue to develop and lead partnership working with other organisations that have a shared interest in addressing hate crime. An initial focus should be to bring partners together to agree a consistent approach in supporting and encouraging victims and witnesses to report incidents of hate crime. Longer term aspirations should seek to enhance community cohesion, through enabling the wider community to identify and understand the impact of hate crime.**

The Commissioner is committed to working in partnership to tackle all forms of crime and disorder. This is a stated priority within the Commissioner's, Police and Crime Plan, "To work together to reduce crime, promote public safety and create vibrant and inclusive communities".

The Commissioner has publicly stated his commitment to work with partners and partnerships. Both of which are very important in tackling hate crime however these must remain meaningful, effective and deliver achievable outcomes collectively.

The duty to tackle hate crime is not solely the responsibility of the Commissioner, it is the responsibility of all partners. The Commissioner has led the Hate Crime Working Group with partners for a period of time. One of the Police and Crime Commissioner's current priorities is to continue to encourage all partners to effectively contribute to the work of the Working Group. A more effective outcome could be achieved if strategic intent and resources were dedicated to tackling hate crime collectively. For partnerships to work effectively and efficiently, it is important for all partners to recognise hate crime as a strategic priority, invest resources into tackling it and commit to genuine partnership working where all contribute and deliver.

Working with partners on a 1:1 basis or smaller working groups can at times be just as effective, as working in multi-agency larger partnerships, to achieve desirable aims. The Commissioner is working in partnership with Hampshire County Council's Rights and Diversity Education Team to devise a new reporting tool to be used in all Hampshire secondary schools to capture all forms of hate crime incidents which occur, at present only race and religious/faith hate crimes are recorded. It is hoped that this tool will also be adopted by the other three top tier unitary authorities for use in their secondary schools. Representatives from the other three local education authority areas (the Isle of Wight, Portsmouth and Southampton) have also been invited. If successfully implemented this would allow for the first time a clear picture of hate crime levels within pan Hampshire and Isle of Wight schools to be determined.

Other examples of current partnership working include working with Restorative Solutions and Hampshire Constabulary to run a pilot restorative intervention programme for hate crime offenders. Working alongside the grass roots led independent third party reporting network set up in Southampton by helping to develop and steer the network towards tackling hate crime.

**b. The PCC and his office should devise a coherent action plan, through engagement with partners including town and parish councils, to enhance the**

**understanding and awareness of hate crime within rural communities. Consideration should be given to helping residents to identify what hate crime is, and how this profile may vary from that seen in urban conurbations. In devising this approach, regard should be paid to the successes of the Good Neighbour Scheme, recently introduced in the IOW.**

The Commissioner is grateful that the panel's scrutiny process has highlighted the importance of this issue for rural communities. After reviewing the evidence submitted by rural Town and Parish Councils as well as rural hate crime data provided by Hampshire Constabulary, it is clear that hate crime is a hidden crime in rural areas. A lack of awareness and understanding of what hate crimes are, is reflected in the low level of reporting from within rural areas.

It is important to stress that an incorrect perception within rural areas may exist that hate crimes do not occur in rural areas. We draw this conclusion from past experience based on similar views in relation to the occurrence of domestic violence and abuse in rural areas. Rural communities may mistakenly view hate crime through the lens of race/ethnicity solely. Being unaware of the exact definition and all the personal characteristics which make up hate crime. Within rural communities our partners inform us there are people with disabilities and members of the LGBT community who are, too often suffering in silence. Many of the current national initiatives to tackle hate crime rarely adapt to rural environments, however locally focussed approaches adapted to a rural environment can make a difference.

The Commissioner is keen to work with rural partners to increase the awareness and understanding of hate crime within the rural community. An initial approach to the Association of Hampshire Town and Parish Councils is planned, to explore opportunities to work together and devise plans to help residents identify what a hate crime is and encourage Town and Parish Councils to set up as third party reporting centres.

**c. Following his pledge to address hate crime, that the PCC continues to enhance support services for victims. Ongoing consideration should be given to ensuring victims are aware of and able to access the services available, and that regard is given to how best to support those victims targeted as a result of multiple characteristics.**

The Commissioner continues to support Victim Support in exploring all opportunities to make victims aware of the Victim Care Service and maximise uptake of its support services. Counsellors working within the Victim Care Service are highly trained and experienced to work with victims presenting with multiple needs. Ensuring victims of hate crime receive the appropriate support services will help their long term recovery.

Promoting the Victim Care Service to all victims of crime is a priority for the Commissioner and his team. An example of this was the recent attendance of staff from Victim Support at a meeting of the independent Southampton third party reporting centre network, to raise awareness of and publicise the Victim Care Service. Very few attendees had heard of the service and were glad to receive information which they intended to signpost any hate crime victims to. As part of the

award of the new contract to Victim Support, improving the promotion of the service was inserted as a condition of the awarded contract.

The expected change in Hampshire Constabulary's policy towards implied consent for victims of hate crime will lead to an increased number of hate crime victims who will be automatically referred to the Victim Care Service. Not every one of those victims will take up the offer of help and support. However the number of those who do is expected to be greater than the current level.

**d. That the PCC and his office continue to encourage the growth of third party reporting centres to deliver geographically balanced access pan Hampshire and the Isle of Wight. Following evidence received to this review the PCC should seek to enable these centres to be in the heart of the communities they serve and encourage all unitary, district and borough councils to become third party reporting centres.**

Since the hate crime scrutiny session in April 2018, the number of third party reporting centres has further increased. The number as of August 2018 is fifty seven an increase of 9 from April and this figure is expected to grow even further by the autumn with an increase expected on the Isle of Wight (following a training session held in July).

The Commissioner will continue to encourage and support the expansion of third party reporting centres. The Commissioner is acutely aware of the need to ensure third party reporting centres are geographically spread and more importantly situated in the heart of diverse communities. However the need to increase the number of third party reporting centres should not be regarded as an end in itself, other means as opportunities to increase reporting (such as through mobile APPs) should also continue to be explored and promoted.

To ensure third party reporting centres do not fail, expanding them should be done gradually, making sure they are well supported and resourced. To ensure they are sustainable they need to be placed in the heart of the communities they intend to serve to succeed. This would support the monitoring and evaluation of them and ease the process of making any timely changes which may be required.

The Commissioner's office is in the process of conducting an evaluation into the impact and success of third party reporting centres, specifically looking at lessons learnt and support provided to third party reporting centres to make them sustainable in the long run. The recommendations of which will be used to help improve the further development and roll out of third party reporting centres.

The Commissioner's office attended a meeting of the Hampshire and Isle of Wight Community Safety Practitioners (Managers) in June 2018 to encourage local authorities to set up third party reporting centres within their areas. The majority of Community Safety managers indicated at the time that increasing the number of third party reporting centres was not a priority for them.

**e. Where possible, the PCC and his office should seek to support and encourage schemes which provide education to children and young people focussed on understanding and preventing hate crime. Such schemes should**

**not only focus on children, but on the family and community environment and look to challenge long seated beliefs that might be promoting harmful attitudes.**

The Commissioner is keen to maximise initiatives and opportunities to promote hate crime awareness and education amongst children and young people. The Commissioner's Youth Commission is a key conduit through which access to young people and schools is made easier, to raise awareness to a widest audience of young people possible. The Youth Commission members have delivered a number of talks on hate crime in schools, colleges and youth settings. Hate crime formed part of the Youth Commission's "Big Conversation" survey, popular themes raised within the survey were general awareness of hate crime and difference/equality which will be explored further by the Youth Commission.

From the Youth Commission's big conversation survey, key themes identified by young people for tackling hate crime included greater general awareness of hate crime, consequences of hate crime, education for young people through a focus on differences and equality.

The priority afforded to hate crime initiatives by the Commissioner is demonstrated by his commitment to ensure it remains a commissioning theme. The outcome of the recent smaller Safer Communities Fund bidding round is yet to be made public but a number of bids were submitted by various organisations seeking to work with children, young people and their parents around hate crime awareness and prevention.

As opportunities similar to the Heartstone Odyssey Project arise, the Commissioner will carefully review and examine them to determine whether they can be replicated and rolled out in Hampshire and the Isle of Wight also.

**f. Following a lack of evidence received to this review, that the PCC engages with and demonstrates his commitment to preventing anti-Semitic hate crime and that targeted towards those with disabilities.**

The Commissioner is grateful to the Police and Crime Panel for helping to identify through its scrutiny an area for improvement. The Commissioner is committed to preventing all forms of hate crime including anti – Semitism. The Commissioner and his office will seek to engage and work alongside the Jewish community of Hampshire and the Isle of Wight to tackle anti – Semitic hate crime.

Disability hate crime is acknowledged to be one of the most under reported hate crimes across the country. In 2016 – 17, national figures revealed that nationally police forces in England and Wales recorded 5,558 disability hate crimes<sup>1</sup> whilst the Crime Survey of England and Wales estimated that between 2012 – 15<sup>2</sup>, there were 70,000 disability hate crimes. The Commissioner is determined to increase reporting

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<sup>1</sup>[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/652136/hate-crime-1617-hosb1717.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/652136/hate-crime-1617-hosb1717.pdf)

<sup>2</sup>[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/467366/hosb0515.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/467366/hosb0515.pdf)



of disability hate crime and has helped to establish third party reporting centres in Southampton and Portsmouth, within organisations / groups which work with members of the disabled community (Southampton Centre for Independent Living and Portsmouth Disability Forum) and has invested in the Victim Care Service to help support vulnerable victims.

**g. That the PCC should, through his role in holding the Chief Constable to account, seek a resolution to concerns raised regarding the initial recording of hate crime incidents and look to bridge any gap in confidence for victims. The PCC should also support the Chief Constable in aligning operation priorities, with his strategic priorities for hate crime and look to encourage the future integration of hate crime into mainstream policing.**

The experiences of hate crime victims will be scrutinised by the Commissioner in partnership with Hampshire Constabulary through agreed engagement opportunities such as focus groups, surveys and 1:1 interviews, to ascertain what if anything went wrong for them whilst trying to report/record their hate incident, what lessons can be learnt and how these can be translated into actions to improve the service for victims of hate. Once any learning has been implemented and embedded, the Police and Crime Commissioner will use his powers of scrutiny (e.g. through 1:1's or COMPASS) to challenge the Chief Constable and ensure any improvements in service provision and delivery have led to increased victim confidence. The Commissioner will continue to work in partnership with Hampshire Constabulary through their internal Hate Crime group to improve the initial recording of hate crime and raise victim confidence.

The Panel will recall that Hampshire Constabulary were represented at their “deep dive” scrutiny session and will be alert to the issues raised. As the Panel will be aware, operational responsibility firmly lays with the Chief Constable in relation to identifying operational priorities and the deployment of resources. The Commissioner will continue to work with the Chief Constable to align actions to prevent and tackle hate crime. There is already sufficient synergy in the work, frequent communications and dialogue between officers of the OPCC and Hampshire Constabulary to address hate crime.



# ANNUAL REPORT FROM THE POLICE AND CRIME COMMISSIONER

Annual Report

2017 - 2018



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**DRAFT Annual report for Police and Crime Panel  
April 2017 to March 2018**

**From Michael Lane, Police and Crime Commissioner for Hampshire, the Isle of Wight,  
Portsmouth and Southampton**

## **EXECUTIVE SUMMARY**

1. My objective remains to keep us all SAFER, maintaining and improving confidence in times of continued financial challenge and uncertainty that we see with the ever nearer advent of BREXIT and the very worrying increase in serious violence across the Country. Now two years into office as Police and Crime Commissioner, I am more determined than ever to ensure that my work and that of my team, in previous years called my office, continues to build on the successful work of previous years and go further in establishing the value of the role of a Police and Crime Commissioner to the community.
2. Over the past year I have sought to continue to improve a number of strands of work begun in my first year, as well as progressing new priorities reflecting the overarching need to keep people SAFER. This outcome is underpinned by the policing needs of today and the opportunities that we can take advantage of into the future. This continues to call for some significant and sometimes complex decisions, always focussed on modern operationally effective outcomes, fit for and sustainable into the future.
3. In 2018/19 98.3% of the £315M that I manage, on behalf of the people I serve, appropriately went directly to policing to enable the Chief Constable's operational responsibilities. But my job is not just about policing and includes responsibilities for protecting the vulnerable, supporting victims and diversionary efforts that keep people out of contact with the criminal justice system. These Beyond Policing activities add significant value and sit alongside independent statutory requirements.
4. At the start of this report I would like to bring to your attention a few of the highlights of my second year:
  - a. **Fairer funding:** From day one and throughout this my second year, I have continued to lobby hard for fairer funding from the National Funding Formula for policing, which remains a strategic priority for effort and my time. Currently my area is disadvantaged by the existing formula, which adds extra pressure on the financial settlement and does have consequences for delivery within policing. With more money, my Constabulary could and would do more. But the national agreement to resolve this issue will potentially continue for some time yet.
  - b. **Budget Setting:** During the year I have conducted consultations leading to a specific outcome to support my thinking concerning the budget. These consultations and the views of the public informed my decision and budget setting for 2018/19. I welcomed the opportunity to raise the policing precept by £12 per year taking advantage of the easement given to me by Government. This did not go without debate in public and amongst those scrutinising my work. But my focus was and remains on both delivering for policing, and beyond policing to support victims and the vulnerable, as well as

reduce demand on policing, Despite initial concern to the panel, this approach went on to meet with their approval. Further costs for the statutory work I am required to do to meet current legislation were also necessary this year alongside small enhancements to our evidence base for testing what adds the greatest added-value in terms of budget commitment.

- c. Local community projects:** Again this year I was able to invest over £1.7million in 70 local community projects that are working to reduce demand on our policing service whilst helping keep people living and working in Hampshire, the Isle of Wight, Portsmouth, and Southampton SAFER. My Safer Communities Fund is invested in areas of work that help to prevent offending, reduce reoffending and support victims, assisting people to realise their life potential without being drawn into the Criminal Justice System. The local impact of this work has been reflected in that the vulnerable are protected, victims are supported and on occasion lives are saved.
- d. Community Safety Partnerships:** To ensure my Police and Crime Plan continues to reflect and support the 13 Community Safety Partnerships (nine District and Borough, three Unitaries and one County Strategy Group across the Hampshire County Council area), I again this year considered the priorities identified through their strategic assessments and associated partnership plans. These assessments continue to identify a number of shared priorities including vulnerability and anti-social behaviour across the Hampshire area. This helped to define my priorities and areas for commissioning.
- e. Supporting victims:** Supporting victims of crime is an essential focus for me. In April this year a new Victim Care Service went live providing support for victims of crime to cope with, and recover from, the harmful effects of the crime they have experienced. Since its initial inception this service has offered support to over 200,000 victims of crime in Hampshire, the Isle of Wight, Portsmouth and Southampton, with over 30,000 of those having a needs assessment completed for them.
- f. Restorative Justice:** This year has also seen the start of a new Restorative Justice Service contract providing interventions for both victims and offenders which has, during the course of the year, seen significant increases in the use of these services. The evidence base for Restorative Justice is clear that it reduces re-offending and meets the needs of victims in a way that the traditional justice system cannot. The service has 100% victim satisfaction locally.
- g. Hate Crime:** With an increase in Hate Crime being seen in previous years, my focus this year has been to continue with the implementation of Third Party Reporting Centres across our policing area. This has been delivered in partnership with the Citizens Advice Bureau. My aim is to have a centre in every Council facility and this has already seen some success with greater profile and visibility of this initiative being supported by the Police and Crime Panel following its 'deep dive' review.
- h. Domestic Abuse:** In this past year I funded Domestic Abuse and Sexual Crime services through grants totalling over £640,000, as well as working in partnership to deliver some core services through contracts. This also saw the further extension to my innovative Frankie Workers programme which was jointly funded by NHS England and

the Clinical Commissioning Groups and is delivered in partnership across Hampshire and the Isle of Wight.

- i. Criminal Justice:** I continued to play an active role with the Hampshire and Isle of Wight Criminal Justice Board. My work across our policing area, commissioning services for victims, witnesses and supporting the judiciary with options for wider sentencing helped to deliver more effectively across the whole criminal justice sector. My wider role also enables me to scrutinise and challenge where I see problems developing. Additionally this year, I started to work more broadly with philanthropists looking at ways to change service delivery across the criminal justice sector to reduce the impact on families and children in particular those who suffer adverse childhood experiences (ACE) as a consequence of, for example, a parent going into prison.
- j. Emergency Services Collaboration:** Hampshire already does well and is a leader in collaboration. In my review of the governance of the Fire Service I was looking to see if there were opportunities to further improve this. Over the coming year critical milestones in consultation, the first Inspection from the newly created Inspectorate for Constabularies and Fire and Rescue Services (HMICFRS) and further Blue Light collaboration are planned and I will be reviewing further the outcomes of these to ensure that the wider Emergency Services, my role requires me to engage in, remain effective in their service delivery.
- k. Estates Strategy:** I continue to deliver my Estates Strategy which is aligned with my priorities and to ensure the police estate provides flexible, modern and fit-for-purpose premises that deliver effective policing in our communities.

  - In February 2017, the pioneering Northern Police Investigation Centre (PIC) was completed this subsequently went live and is now supporting effective and efficient operational policing for people living in, working in and travelling through the Hampshire Constabulary policing area. We were very pleased to have the then Home Secretary Amber Rudd visit us to open this state of the art policing facility which now leads the way for policing building across the country.
  - October 2016 was a key direction for my Estate Strategy, when I successfully secured land in Portsmouth to enable the construction of a new Police Investigation Centre to serve the East of the Hampshire Constabulary Policing area, to be completed in spring 2019. I am pleased to report that the project is now on site and has made significant progress with a programmed completion of late spring 2019. This continues to deliver on my early promise to give this project my focus and be treated as a priority and will support my vision to keep us all SAFER.
- l. Contact Management Programme:** Last year I agreed additional financial support to facilitate the provision of the new Contact Management Programme (CMP) for Hampshire Constabulary to provide a better interface with the public. Whilst this has made progress with the successful development of the software solution needed the team have encountered a number of issues integrating the many different live policing systems needed to provide a cutting edge future proof solution. I made the difficult decision to not go live with this until I was convinced that the system would ensure we were all kept SAFER this has led to delay whilst the team work through the issues that

need to be resolved. The programme is delivering national technology combining Emergency Service Contact Management and Command and Control technology in a single platform. This innovative programme will improve contact services for the community and deliver operational improvements. Policing colleagues who have visited the system advocate the improved support to functionality. But no one will wish it to go live until it is proven to be a robust operating system.

- m. **Business Crime:** I recognised a need to engage more with our business communities and so this year I ran a business crime survey to enable me to be better informed both to support and to challenge the Chief Constable in her work across our area in this key community that sustains our economic life.
- 5. My structured Delivery Plan, that ensures the whole focus of my activity is aligned with the four priorities in my Police and Crime Plan, continues to guide me and the work of my staff. Overall progress against my Delivery Plan shows 34 finished projects in this second year, 40 were started and 23 were added to the pipeline.
- 6. From these highlights you can see I am working hard to continue to deliver on my promise to keep us all SAFER. And that as you read the rest of this report, which gives significant further detail, you will see the depth and breadth of my engaging with our communities that I have the privilege to represent, and that you get a sense of huge progress that has been delivered again this year. This is a journey that is not finished and I am conscious that there is still much to do in challenging financial times and with a continuing need to change and modernise for the future – necessary to sustain operational effectiveness in delivering SAFER for us all.

## 1. BEYOND POLICING

1.1 As Police and Crime Commissioner I am responsible for representing the voice of the public on policing matters and have a statutory responsibility to challenge the Chief Constable on police force performance. Beyond policing, I commission sustainable projects with partners and the community to help to prevent crime, reduce offending, protect the vulnerable and support victims of crime, all of which reduce demand on frontline policing.

**1.2 Last year I awarded 70 grants totalling £1,727,623 to support community organisations that are working to help keep people living in Hampshire, Isle of Wight, Portsmouth, and Southampton safer.**

1.3 The purpose of my Safer Communities Fund is to support victims and help prevent offending. It contributes to releasing police officers back to the frontline and supporting policing to be more effective in certain parts of our communities.

1.4 I have been listening carefully to public and institutional questions about the priorities I have placed on the balance between funding policing efforts directly, alongside my activities beyond policing. It is clear to me that there is strong support for the value in the work we will do together, and similarly across the whole Safer Communities Fund for what I will do with other colleagues and partners.



1.5 Supporting victims, protecting the vulnerable and reducing offending are an absolute priority and sit appropriately alongside enabling effective operational policing. I will continue to do everything possible to support the projects that protect those who are most vulnerable within our community.

## **1.6 Prevention**

**This year I have invested £635,168, of my Community Safety Fund in initiatives, projects and organisations across the Hampshire Constabulary Policing area that focus on caring and supporting others to help to prevent crime and reduce offending. It is important that a focus be on prevention, because this helps to reduce the demand on frontline policing.** Examples of the projects I have funded in this area are shown below:

- Basingstoke Street Pastors and Safe Hub, Isle of Wight Street Pastors and Southampton Street Pastors, all of which provide care, support and practical help in town centres at night to young people to reduce anti-social behaviour
- Reading FC Community Trust - Reading FC Kicks Programme – this programme works in deprived areas to act as a diversionary activity to reduce crime and ASB. This is via weekly sports sessions.(Basingstoke)
- Churches Together in Fleet and Crookham - Fleet Angels - Provide support on the streets late at night to anyone in need, building relationships between all members of the community. (Hart and Rushmoor)
- The Source Young People's Charity - Rushmoor Detached and Mentoring Service for At Risk Young People - Detached outreach for vulnerable and at risk young people in Aldershot and Farnborough paired with Intensive Mentoring to prevent and reduce offending. (Hart and Rushmoor)
- Revive Newport - Newport Youth Café - Provides a youth cafe for young people aged 13-19 (up to 25 if they have additional needs) with a range of social activities and support services.
- Gosport Community Safety Partnership - Gosport Cycle Safe - this is a partnership scheme which focuses on engaging with Gosport communities in relation to all aspects of cycle safety.
- Street Reach - Friday Football Project - A weekly drop-in football session on Friday nights, specifically for disadvantaged and vulnerable young people age 11-17, from low income families.
- Crimestoppers Hampshire - Core and delivery funding for Crimestoppers Hampshire - To support our local force in the reduction and prevention of crime and the promotion of the anonymous reporting mechanisms we have in place.
- The Prince's Trust - Positive Progression in Prison and the Community - Get Started uses inspiring themes (sport, cooking) to help offenders and young people "at risk" to engage in work or education instead of offending.
- Gosport Community Safety Partnership - Fareham and Gosport Taxi Marshals - The aim of the Taxi Marshal scheme is to prevent Crime and anti-social behaviour within the two Town Centres and to improve the public's safety and perception of safety.

## **1.7 Youth Offending**

**You have told me that reducing anti-social behaviour is important and should be a priority for local policing. This year I have invested £406,252 in diversionary work and early intervention initiatives to help prevent young people becoming involved in anti-social behaviour and reduce offending through positive and engaging activities.** The following are examples of the projects I have funded that focus on supporting young people:

- IOW Youth Offending Team (IOW YOT) - IOW YOT Youth Crime Prevention Service (IOW YCP) - Work with children (age 10-17) who are at risk of offending or who have offended and require preventative support.
- Portsmouth Youth Offending Team - Various YOT Projects - Referral Order and Volunteer Co-ordinator and Parenting Practitioner.
- Gosport Community Safety Partnership - Gosport Summer Passport - three weeks of open access diversionary activities during the summer for secondary school aged young people attending school/living in Gosport/borders.
- Motiv8 (Portsmouth) - Motiv8 Portsmouth Youth Intensive 1:1 Support - Preventing Youth offending, anti-social behaviour and hate crime through; Intensive 1:1 support and educational workshops.
- Motiv8 (Gosport) - Motiv8 Gosport Youth Targeted 1:1 Support - Targeted 1:1 support interventions to prevent youth related offending/ASB.
- Motiv8 (Fareham) - Motiv8 Gosport and Fareham - Fareham Targeted 1:1 - Targeted 1:1 support for 9-19 year olds to prevent youth related offending/anti-social behaviour
- Motiv8 (Havant) - Motiv8 Havant Youth Targeted 1:1 Support - Targeted 1:1 support interventions to prevent youth related offending/ASB.
- Active Communities Network - Leigh Park Project - Diversionary interventions using positive activities and targeted interventions for young people at risk or involved in YJS through a referral process.
- Active Communities Network - Charles Dickens Ward, Portsmouth Project - Diversionary interventions using positive activities and targeted interventions for young people at risk or involved in YJS through a referral process.
- Test Valley Borough Council – 'ICE' - Intervention, Communication, Education - ICE provides a multi-agency focus on early intervention with at-risk young children, prior to reaching the threshold for formal action.
- Youth Options - Eastleigh Detached - A flexible and mobile detached youth project responding to hotspot areas of anti-social behaviour across the area.
- Youth Options - Southampton Detached - A flexible and mobile detached youth project responding to hotspot areas of anti-social behaviour, child sexual exploitation (CSE), missing and criminal exploitation across the city.
- Southampton Youth Offending Service - Southampton Priority Young People Scheme (PYP) - Various YOT Projects
- Solent Youth Action – ReThink - A personal development programme for 11-19 year olds at risk or with a history of offending, using social action projects, training and 1:1 support.

- KeepOut - The Crime Diversion Scheme - provides programmes of intervention/prevention for young people, within Hampshire and Isle of Wight, aged 13-18 delivered by trained prisoners in three prisons, HMP Brixton, HMP Coldingley and HMP Send, across the south east.
- Hampshire Youth Offending Team (HYOT) - Hampshire Youth Crime Prevention Service (YCP) - Provision of youth crime prevention work for children and young people (age 10-16) at risk of offending and entering the Criminal Justice System.

### **1.8 Supporting victims**

**In addition to the grant I provide to Victim Support to deliver the Victim Care Service, I have also invested £19,923 to support victims in the local area, including £65,000 for the Hampshire Stalking Clinic.** The following are examples of projects which support victims:

- Heart of Portsmouth Boxing Club - Fighting Back - The project will use the power of sport to engage and support victims of crime to help them better cope and recover from their experiences.
- NFS Mediation - Test Valley Pilot Community Safety anti-social behaviour mediation service - To provide a pilot specialist referral Mediation service for 30 cases to Test Valley residents via Police/CSP for Neighbour, anti-social behaviour and community disputes.
- Hampshire Stalking Clinic (c/o Hampshire Constabulary) – The Hampshire Stalking Consultancy Clinic - This is a unique partnership to risk-assess and problem-solve the most complicated cases of stalking and support victims of this traumatic crime.

### **1.9 Restorative practices**

**Mediation at a local level helps to build healthy and safer communities and helps to stop a situation escalating to something bigger that may need police intervention. The investment in these mediation services importantly helps to reduce the demand on local policing. This year I invested £85,633 in this area, including:**

- Mediationfirst - Provision of mediation services - Trained mediators visit the disputants, then arrange joint meetings for them to find solutions, under the guidance of the mediators.
- Portsmouth Mediation Service - Police Partnership and Service for Unresolved Conflict - The project enables our Police to refer low level neighbourhood disputes to our professional, seamless assessment and restorative approach service.
- NFS Mediation Limited - Pilot Safer North Hampshire Community Safety anti-social behaviour mediation Service - To provide a specialist referral Mediation service of 45 cases to Safer North Hants Strategic Community Safety Partnership for ASB/Neighbour disputes.
- Winchester Mediation Service - Mediation/Restorative Justice Services - We provide a free-of-charge mediation/restorative service to neighbours in dispute, often with a potential to escalate if left unresolved.

## **1.10 Hate Crime**

**My office has developed a strategy for hate crime and has worked closely with partners, including Hampshire Constabulary to tackle this increasing issue. Importantly, through my funding of £80,761, Third Party reporting centres have been established in Citizen Advice centres, providing an accessible and safe place for people to report hate crime. This includes:**

- Citizens Advice Hampshire - Establishing Independent Third Party Hate Crime Reporting Centres in Hampshire - Third Party Hate Crime Reporting Centres hosted at Local Citizens Advice (LCA) centres providing a universal service accessible to all communities.

## **1.11 Managing offenders**

**Reducing offending is one of the four priorities set out in my Police and Crime Plan. I invested £326,888 to support partners in tackling the root cause of offending and offer early interventions for younger and more vulnerable members of the community. These projects include:**

- Safer Portsmouth Partnership - Drug intervention programme - The Drug Intervention Programme works with drug using offenders to engage them with treatment, access recovery support and reduce and cease offending.
- Southampton City Council - Drug and Alcohol Support and Health (DASH) - The service is designed to offer early substance misuse interventions to children and young adults aged 11 - 24 years, in order to prevent addiction.
- Southampton City Council - Integrated Offender Management (substance misuse) - Integrated Offender Management is a multi-agency approach to managing offenders with the aim of reducing offending.
- SSAFA Hampshire - Supporting Veterans in the Criminal Justice System - To prevent re-offending through the provision of material support, e.g. secure housing, debt advice, to applicants, and their families.
- Wheatsheaf Trust - BIG Mentoring Project - Intensive mentoring for 16-24 young offenders/at risk with complex needs, focussing on behavioural development, employability skills and emotional support.
- Solent NHS Trust (Hampshire Liaison and Diversion Service) - Hampshire Liaison and Diversion, Post Sentencing Service - This service will provide post disposal therapeutic interventions for vulnerable people who do not engage with traditional services.
- The Footprints Project - Reducing Offending: In Custody and In the Community - To sustain an oversubscribed mentoring service, working in partnership, supporting ex-offenders with proven pathways that reduce re-offending.

### **1.12 Vulnerable and at risk**

**Protecting the vulnerable and most at risk can take many forms and this year I have supported a range of partners, including those that tackle Child Sexual Exploitation, support the elderly and focus on missing people. This year I invested £89,189 to protect the vulnerable. These projects include:**

- IW Council Trading Standards Service - IW Against Scams Partnership - The project aims to use a charter against scams. The aim is provide a united front against scams and make itself a hostile county to scammers.
- Isle of Wight Safeguarding Children Board - Tackling Child Sexual Exploitation – Offering Primary and Secondary School aged children access to plays about CSE and on line safety to promote discussion and awareness raising.
- Test Valley Borough Council - Big Band Buffet 2018 - Multi-agency crime prevention and safety information event for older, socially isolated and vulnerable residents at higher risk of crime/ASB.
- Southampton City Council - Child Sexual Exploitation Hub - A dedicated CSE Hub integrated with key partners to strengthen the city's response to CSE providing targeted resources/interventions to children.
- Hampshire Search and Rescue Dogs - Missing person search improvement project - We need to update some of our ageing equipment to continue providing the life-saving service to Hampshire Police free of charge.

### **1.13 Harmful cultural practices**

**Supporting the seldom heard and diverse communities living in the Hampshire Constabulary policing area is important. My office has worked in partnership to help to raise awareness of this issue and I have provided funding of £14,407 to provide support for victims in this area:**

- Southern Domestic Abuse Service - Female Genital Mutilation (FGM) Community Development - Work with affected diaspora communities to prevent, support victims/survivors and increase professionals' knowledge of FGM in Portsmouth and surrounding areas.

### **1.14 Domestic abuse**

**Since taking up office I have given a clear lead that tackling domestic abuse will be a focus for me and is a priority in my Police and Crime Plan. During this year, I have invested £261,014 of my commissioning budget to support victims and tackle perpetrators of domestic abuse. These projects include:**

- Wight DASH - Children's Play Therapy - Delivery of play therapy and protective behaviours sessions to children who have experienced / witnessed domestic abuse. Parenting advice to carers.

- Wight DASH - Freedom Programme - A 12 week rolling programme, aimed at helping victims to understand the dynamics of an abusive relationship.
- Wight DASH – Outreach - The outreach service provides support in the community to people in abusive relationships. Support is both practical and emotional.
- Age UK Isle of Wight - Older Person's LGBTQI Hate Crime and Domestic Abuse Project - Raising awareness and develop practical solutions to enable victims of homophobic hate crime/domestic abuse feel protected and supported.
- Aurora New Dawn - Aurora Helpline, Portsmouth - To provide an out of hours domestic abuse helpline for Portsmouth residents.
- Aurora New Dawn - Specialist Domestic Abuse Court (SDAC) IDVA, Portsmouth - A specialist IDVA service linked to the Portsmouth Specialist Domestic Abuse Court, focusing on supporting victims and reducing the attrition rate.
- Southern Domestic Abuse Service - Freedom Programme, Portsmouth - Freedom Programme, group work for women to learn about domestic abuse so that they can break the cycle of abuse for themselves and their children.
- Early Intervention Project - Early Intervention Project (EIP) IDVA - Increased IDVA provision for those experiencing DA; developing safety plans for victims and children to reduce risk of significant harm or murder.
- Portsmouth City Council - Up2U: Creating Healthy Relationships - Up2U is an intervention programme to work with people who use abusive and/or violent behaviours in their relationships, with (ex) Partner Support.
- Southampton Women's Aid - Safer Futures - Early intervention limits the impact of domestic abuse. Safer Futures is a specific community based project for children under 12 living with DVA.
- Trinity Winchester - Win-DAC (Winchester Domestic Abuse Counselling) - 1:1 Domestic Abuse Counselling between 6 – 12 sessions per individual. Helping women to overcome the often long-lasting effects of domestic abuse.
- Aurora New Dawn – Armed Forces Advocate - A multi-advocacy project supporting current / ex naval personnel or their families experiencing domestic abuse, sexual violence and or stalking.
- North East Hampshire Domestic Abuse Forum - Improving understand of 'hard to reach' communities through multi-agency training - Delivery of training events to increase understanding and agency responses to victims of crime facing barriers to accessing generic services.
- Southern Domestic Abuse Service - It's a RAPP (Relationship Abuse Prevention Project) - Group work and 1:1 support with young people to prevent domestic abuse and child sexual exploitation.
- Portsmouth Abuse and Rape Counselling - Emotional Telephone Support (ETS) for victims/survivors of Domestic Abuse (DA) - providing up to eight sessions of telephone counselling aimed at building resilience and recovery.

### **1.15 Domestic abuse and sexual crime**

**Funding of £138,888 to Yellow Door has enabled the delivery of a number of specific counselling and support services to adults and families affected by domestic abuse and sexual crime. The support provided by Yellow Door through the projects I fund is shown below:**

- Yellow Door (Formerly Southampton Rape Crisis) - Yellow Door Isle of Wight (IOW) Counselling Service (19+) - To provide emotional support and counselling to adults (19+) and families affected by DSA.
- Yellow Door - Yellow Door Counselling Service (19+) - To provide emotional support and counselling to adults (19+) and families affected by the psychological impact of DSA.
- Yellow Door - STAR Project - an award winning project delivering education and prevention sessions on domestic and sexual assault in schools and youth settings. Particularly targets those most at risk.

### **1.16 Sexual crime**

**I have provided funding to support victims of sexual crime in a sustainable way through Independent Sexual Violence Advisors and services that empower female survivors. This year I have invested £129,990 in the following projects:**

- The Hampton Trust - Independent Sexual Violence Advisor (ISVA) - This ISVA service is for IOW residents aged 18+ who are victims/survivors of a current or historic sexual assault. It takes agency and self-referrals.
- CIS'ters: surviving rape and sexual abuse - Empowerment of Female Survivors of Familial Childhood Sexual Abuse - Provide female survivors with opportunity to improve emotional wellbeing through meeting other survivors within a safe setting; move forward from past.
- Yellow Door - Southampton Independent Sexual Violence Advisors (11+) - Advocacy/support that networks with agencies to ensure appropriate advice, information and practical support is provided following rape/sexual assault.

### **1.17 Contracts**

**In addition to the grants, I have also invested just under £2.35m in a number of contracts and funding agreements for 2018/19. These are as follows:**

- Victim Care Service for Hampshire, Isle of Wight, Portsmouth and Southampton
- Restorative Justice Services across Hampshire, Isle of Wight, Portsmouth and Southampton
- Support to victims of Domestic Abuse across Hampshire, Isle of Wight, Portsmouth and Southampton
- Support to victims of Sexual Crime across Hampshire, the Isle of Wight and Portsmouth.
- Frankie Workers who provide therapeutic counselling to young victims of child sexual abuse, child sexual exploitation or Female Genital Mutilation (FGM)
- Crisis Support Worker at the Sexual Abuse Referral Centre
- Working with perpetrators of domestic abuse in Hampshire, Isle of Wight and Southampton.
- Arrest Referral/Pre-Sentence Assessment Service in Hampshire

#### **1.17.1 The Victim Care Service**

In April I awarded a contract to Victim Support to provide the Victim Care Service to work with victims and those affected by crime to help them cope and recover from the crime they

have experienced. **I will be investing £850,000 in the service every year for up to five years to help further enhance the support provided to victims.**

This investment will provide support to anyone impacted by crime, whether it was reported to the police or not and whether it is recent or non-recent. Increased investment provides a focus on delivering support via specialist case workers working with children aged four and over, young people, repeat victims, the vulnerable and intimidated, those persistently targeted and victims of the more serious crime such as domestic abuse and sexual violence.

Having a dedicated service provided by trained specialists where anyone affected by crime can go for help and support is vitally important. It addresses the needs of victims and those affected by crime beyond the immediate policing of crime and reduces the burden on police officers, contributing to freeing up more of officers' time for front line policing.

The service provides support based on-need, including:

- Practical support such as alarms, signposting or referrals to other organisations, advice on a range of self-help techniques such as keeping safe, wellbeing and resilience, and information about the Criminal Injuries Compensation Authority
- Emotional support where people can talk about experiences with a trained supporter and work in partnership to develop ways to increase confidence or self-esteem and build resilience, helping to cope and recover from the impact of the crime
- Intensive support for victims who may be vulnerable, intimidated, persistently targeted or victims of more serious crimes, such as sexual violence and domestic abuse, children and young people aged four and over

In 2014-15, the 12 months before the commissioned Victim Care Service only 28,231 victims were offered support but the newly commissioned Victim Care Service significantly increased this. **More than 200,000 victims of crime were offered support by the new Victim Care Service during the first 3 year 2015-18 contract and 51,213 victims have been offered support in the first five months of this new five year Victim Care Service contract including children and young people, victims of domestic abuse and sexual offences. An average of 10,000 victims a month are now being offered support.**

2015-18:

- 203,408 victims of crime offered support
- 64,927 entitled to receive enhanced support
- 34,355 needs assessments completed
- 9,631 victims supported to cope and recover

Since commissioning the Victim Care Service:

- 176,568 victims of crime offered support
- 58,042 entitled to receive enhanced support
- 30,477 needs assessments completed



**Victim Care Service Performance  
Y1 to Y3 (April 2015 to March 2018)**

	2014-15 Pre- Contract	Year 1 2015-16	Year 2 2016-17	Year 3 2017-18	Year 1-3 Total Y1 to Y3
Priority victims offered support	12,290	20,399	22,656	21,872	64,927
Standard victims offered support	15,941	29,626	52,454	56,401	138,481
<b>Total number of victims offered support</b>	<b>28,231</b>	<b>50,025</b>	<b>75,110</b>	<b>78,273</b>	<b>203,408</b>
Priority needs assessments completed	3,988	5,551	5,397	10,046	20,994
Standard needs assessments completed	3,696	3,980	6,896	2,485	13,361
<b>Total number of needs assessments completed</b>	<b>7,684</b>	<b>9,531</b>	<b>12,293</b>	<b>12,531</b>	<b>34,355</b>
Priority victim supported	2,692	1,856	2,036	2,330	6,222
Standard victim supported	2,430	1,175	1,262	972	3,409
<b>Total number of victims supported</b>	<b>5,122</b>	<b>3,031</b>	<b>3,298</b>	<b>3,302</b>	<b>9,631</b>

### **1.17.2 Restorative Justice**

Restorative Justice (RJ) offers victims an opportunity to be heard, to ask questions of the offender, and to have their say in what they want to happen next. For some people who have been affected by crime it can help them to explore why the crime happened. It can also help people to move forward and to feel less fearful of crime in the future.

Evidence shows that most people who take part in a RJ process come away feeling satisfied because it has allowed them to have their say. RJ has a proven, significant impact in supporting victims and allowing them to move forward with their lives. 85% of victims who have participated in RJ would recommend it to others.

For offenders, RJ provides an opportunity to face the consequences of their actions, recognising the impact that their offending behaviour has had upon others and, where possible, make amends.

In this way, RJ has the potential to help rehabilitate offenders and support them in addressing their offending behaviour. It has the potential to motivate them to change and become responsible, law-abiding, productive members of society.

Throughout the last 12 months, I have procured a new 3-5 year RJ Service Contract. The specification for the new contract is built on my strategy which aims to ensure that high quality RJ is accessible to every victim of crime and anti-social behaviour, irrespective of their individual circumstances. The nature of the offence or the time that has elapsed since the offence was committed will not affect a victim's ability to access the service. The service will also accept offender initiated referrals and in accordance with my priorities, as set out in

my Police and Crime Plan, the service will also accept referrals from Hampshire Constabulary for low level disorder between individuals or groups of individuals, where they feel that a restorative approach may prevent the escalation of a situation, a crime being committed and most importantly a victim being created.

**From 1 April 2017 to 31 March 2018, the service received 397 enquiries, which is a 45% increase on the previous year.** The enquiries resulted in 161 victims being contacted and offered the opportunity to engage in the Restorative process. I am pleased that awareness of the service has increased and that more victims are being offered the opportunity to make an informed decision about whether RJ would be of value to them.

**The final referrals resulted in 27 Restorative Interventions between victims and those who caused them harm. This is a 92.8% increase on the previous year. 31 victims took part in a facilitated process and the practitioners involved in these cases spent 350 hours supporting the participants in person.** This does not include the time spent travelling, making contact by telephone/email/letter or time researching the case and undertaking suitability assessments with partner agencies.

**This year I have invested £290,000 in the restorative justice service and re-commissioned Restorative Solutions CIC to deliver the contract from the 1 April 2018.** In the last 12 months they have delivered over **80 awareness raising sessions**, training events and partnership meetings with over **1000 professionals, volunteers and community members**. In addition, my Restorative Justice County Coordinator has facilitated over **30 partnership engagement events**, including multi-agency communication and engagement forums, a seminar involving personal testimonies from two victims of sexual crime and three task and finish groups to engage with partners over the safe facilitation of RJ for victims of domestic abuse and sexual crime.

In March 2018, my Restorative Justice County Coordinator presented at the Restorative Justice Council (RJC) event in Brighton, 'Commissioning safe and effective Restorative Justice Services'. The follow up report published by the RJC recognised our work locally as an example of good practice, particularly around the scope and length of the contract.

Two of the cases facilitated this year were for cases of historic sexual abuse. The sensitive and complex nature of these referrals requires skilled and experienced practitioners to ensure victim's needs are met and that they are not re-victimised as a result of their contact with the person who caused them harm. One of these cases took over a year of preparation and these two cases alone resulted in **60** face to face practitioner hours supporting participants. Following the restorative meeting, the victim told us:

*"The offender has shrunk in my eyes, I feel I have reclaimed the power back. I no longer feel like a victim since the meeting because it no longer has a hold on me". "Thank you so much for going on this process with me, I couldn't have chosen more compassionate, humanistic and professional people".*

The number of people contacting or being referred to the service has been rising incrementally, with more victims being supported, irrespective of whether they choose to participate in an RJ process. In order to raise awareness of the service available, I also commissioned the production of some films to provide victims and our partners with more information, which can be viewed [www.hampshire-pcc.gov.uk/restorative-justice](http://www.hampshire-pcc.gov.uk/restorative-justice).

## **Restorative Justice Week**

In November I formally announced the new service provider and reinvestment in Restorative Justice. To raise awareness of Restorative Justice (RJ) and the service I commissioned, we ran and attended a number of events during RJ Week in November. This included Her Majesty's Prison and Young Offenders Institute Winchester day with residents and staff; Northern Police Investigation Centre drop-in session for Constabulary teams and partners; Portsmouth Civic Centre event for partners and the public and IoW supermarket event for the public.

### **1.17.3 Support to victims of Domestic Abuse**

**Integrated Domestic Abuse Service Hampshire (IDASH). £294,500 invested to support people living in: Basingstoke and Deane, East Hampshire, Eastleigh, Fareham, Gosport, Havant, Hart, New Forest, Rushmoor, Test Valley, Winchester.**

- Improve outcomes for adult victims, their children and their families affected by domestic abuse
- Improve the access to services and referral pathways for those requiring advice, guidance and support relating to domestic abuse
- Improve outcomes for adult victims, their children and their families affected by domestic abuse

**Domestic Abuse Service. £65,000 invested to support people in Southampton.** This funding contributes to Southampton City Council's commissioned integrated domestic and sexual abuse service.

### **1.17.4 Support to perpetrators of Domestic Abuse**

**Domestic Abuse Prevention Partnership (DAPP). £70,000 invested to support perpetrators of domestic abuse. This service is offered in Basingstoke and Deane, East Hampshire, Eastleigh, Fareham, Gosport, Havant, Hart, New Forest, Rushmoor, Southampton, Test Valley and Winchester.**

The service helps perpetrators to recognise and adopt healthy, non-abusive relationships. It also includes a wider focus on identification and risk assessment.

Between 2017 and 2018 the service received 365 referrals relating to domestic abuse perpetrators. 126 perpetrators were assessed as being high risk. 272 perpetrators were referred into the RADAR programme which offers weekly group support to challenge domestic abuse and help clients adopt healthy and non-abusive behaviours. 21 perpetrators received intensive 1:1 support due to having chaotic lifestyles and not being considered suitable for group work. Housing, mental health and financial problems were identified as being the most prevalent complex needs.

### **1.17.5 Support to victims of Sexual Crime**

**Independent Sexual Violence Adviser (ISVA) Service. £92,108 invested** to support people living in Basingstoke and Deane, East Hampshire, Eastleigh, Fareham, Gosport, Havant, Hart, New Forest, Rushmoor, Test Valley, Winchester. This fund provides a trained specialist, who can offer practical and emotional support to victims and survivors of sexual crime.

**Frankie Workers. £87,099 invested to support people living in Basingstoke and Deane, East Hampshire, Eastleigh, Fareham, Gosport, Havant, Hart, New Forest, Rushmoor, Test Valley, Winchester and the Isle of Wight.**

The Frankie Worker scheme was officially launched on 6 July 2017. The service offers therapeutic counselling to children and young people aged up to 18 years who have been traumatised as a result of child sexual abuse, child sexual exploitation or are a victim of FGM. Frankie Workers provide support for children and young people to prevent trauma turning into poor mental health.

Through my commissioning budget I jointly fund the Frankie Worker service with NHS England and the Clinical Commissioning Groups, in partnership with Hampshire County Council's Willow Team, the Isle of Wight Local Authority, YPI Counselling and Barnardos. The service operates across the Hampshire County Council area and on the Isle of Wight.

From July to December 2017 Frankie Workers supported 108 cases in Hampshire and Isle of Wight. The referrals are predicted to continue in the future and over the next three years it is expected that 600 people will be supported and helped by this service.

**SARC Crisis Support Worker. £30,000 to support people living across Hampshire Constabulary policing area.** The funding for a Crisis Support Worker will help to ensure the victims of a serious sexual offence is supported within the Sexual Assault Referral Centre (SARC).

### **1.17.6 Integrated Offender Management (IOM)**

**This year I invested a £270,000 contribution** to the Society of St James who provide the Integrated Offender Management Service and three IOM Houses across Basingstoke and Deane, East Hampshire, Eastleigh, Fareham, Gosport, Havant, Hart, New Forest, Rushmoor, Test Valley, Winchester. IOM funding helps ensure that offenders whose crimes cause most damage and harm locally are managed in a co-ordinated way, with an aim of reducing offending behaviour and addressing drug and alcohol dependency. 167 offenders were supported through the IOM scheme between 2017 and 2018. During this time IOM clients showed a 40% reduction in custody entrants, a 30% reduction in offences arrested, and a reduction of 25% in positive disposals. At the end of quarter 4 (Jan to March 2018) there were 90 open IOM cases, and 73% had self-disclosed mental health issues, with 43% experiencing domestic abuse either as a perpetrator or a victim.

Between 2017 and 2018 the IOM houses supported 62 offenders leaving prison and those living in the community with a substance misuse issue by offering accommodation and a programme of meaningful activities. Of those offenders, 16 took part in training, 23 were involved with voluntary work, and eight found paid employment.

Data showed residents of the IOM Houses have a 50% reduction in re-offending, increasing to 75% when they stay in the IOM houses for three months or more.

### **1.17.7 Arrest referral and Pre-Sentence Assessment Service**

**This year I invested a £42,000 contribution** to the Society of St James to provide the Arrest Referral and Pre-Sentence Assessment Service for people living in Basingstoke and Deane, East Hampshire, Eastleigh, Fareham, Gosport, Havant, Hart, New Forest, Rushmoor, Test Valley, Winchester.

The arrest referral service supports those who have been arrested and taken into police custody with substance misuse issues. Between 2017 and 2018 the service met and advised 251 prisoners. Support ranged from offering brief drug and alcohol interventions, to signposting offenders into other relevant services such as wider community based drug and alcohol treatment services. The service also carried out 162 pre-sentence assessments on behalf of the courts and the National Probation Service to determine suitability of an offender to be offered a Drug Rehabilitation Requirement Order (DRR) as an alternative to prison.

### **1.18 The Criminal Justice System**

Under the Police Reform and Social Responsibility Act 2011 PCCs have dual local duties, to ensure an efficient and effective police service and to also work with criminal justice agencies to ensure an efficient and effective criminal justice system.

Through the services I have commissioned, that are not the remit of the constabulary, show how I have improved the efficiency of the local system. For example a criminal trial needs victims and witnesses to attend and give evidence, otherwise the likelihood is the trial will collapse without a determination of guilt or innocence. All the efforts of the police to investigate the case, apprehend the suspect and collect evidence is wasted. Similarly the time and resources required to prepare a case by the Crown Prosecution Service comes to nothing and or course the valuable court time set aside to hear the case is lost. The support services I commission for victims ensures victims feel supported and able to give evidence in court to the best of their abilities, which in turn enables the different parts of the criminal justice system to function as designed.

One of the main avenues for me to influence the operation of the criminal justice system across Hampshire and the Isle of Wight is through my attendance at the Local Criminal Justice Board. This is partnership drawn from all the senior leaders from the agencies which make up the different parts of our justice system. At the LCJB I am able to discuss issues with the head of the Crown Prosecution Service, lead official from the court service, representative of the local judiciary, Probation service lead, Prison Governor and the Chief Constable.

My priorities within my plan are reflected in the priorities of the Board with particular emphasis on reducing reoffending, which reduces the number of new victims and so supports my pledge to keep local people safer.

At the Board and its subgroups I and those from within my office challenge and scrutinise the service being provided by the criminal justice agencies. For example do they comply with their obligations under the Victim Code? Are the agencies performing to the best practice standards for managing cases of domestic abuse? In essence holding the criminal justice agencies that work for us to account for the delivery of their local service.

I have a broader remit and view of the criminal justice landscape. The other agencies, quite rightly, are focused on their part of the process, and because of my broader view I am able to see where gaps in service provision are and engage with partners to fill those gaps. For example some 45% of acquisitive crime (burglary, robbery, vehicle crime) are committed by individuals addicted to drugs and around 40% of violent crime is alcohol related. It therefore seems sensible for us as a criminal justice board to draw into our work on reducing reoffending a health dimension. Working in partnership with local health providers to address the underlying reasons for the type of repeat offending we all wish to see reduced. This is an ongoing and current plan within the board and I and those within my office are committed to supporting this so we seek to make changes for those caught in a reoffending cycle.

## **2. PROTECTING DIVERSE AND SELDOM HEARD COMMUNITIES**

2.1 In May 2017 I held my first diverse communities workshop to understand issues faced by those communities that are seldom heard. This workshop helps to build on existing relationships and provides an opportunity to also build new ones. This gave these communities to have a collective voice on policing and community issues that are important to them.

2.2 Hate Crime has increased, yet hate crimes are chronically underreported. Increasing awareness of hate crime can help contribute towards higher levels of confidence amongst victims and result in increased reporting. **Because of this I invested £50,000 in enabling Hampshire Citizens Advice offices to become Third Party Reporting Centres (TPRCs) for Hate Crime.**

2.3 Launched during the National Hate Crime Awareness Week I introduced the new initiative to develop TPRCs at all Citizens Advice offices across Hampshire, the Isle of Wight, Portsmouth and Southampton. **As a direct result of my investment the number of TPRCs across the Hampshire Constabulary Policing area has grown from 3 in March 2017 to 57 by the end of July 2018**

2.4 The investment is part of my new Hate Crime Strategy, which aims to support victims of hate crime to feel more confident and safer, raise awareness of hate crime within our society, and challenge attitudes and prejudices.

### **2.5 Heartstone Odyssey Schools Project**

Aimed at 9 -12 years olds as they transition from junior to secondary school - the core message of the project story is "live and let live" and allows children to explore how they would deal with racism / incidents of intolerance and confronting other uncomfortable ideas in a safe and sensitive way. This is an important project that I have funded that helps to:

- Increase awareness and reporting of Hate Crime amongst young people
- Support victims
- Challenge prejudices, intolerance and long-held negative views
- Build stronger, cohesive and integrated communities

## **2.6 New Play Brings Focus to Hate Crime**

It was a pleasure to join the cast of a new radio drama at the Unity 101 Community Studies in May to celebrate the launch of their new play on Hate Crime that I funded through the Hampshire and Isle of Wight Community Foundation. We were also joined by Superintendent Alison Heydari from Hampshire Constabulary, with guests from Football Beyond Borders, NST, and the YMCA Newtown Youth Centre.

It was a privilege to be one of the first to listen to the play, which will help to raise awareness of this important and sensitive issue and to meet the team behind it. I hope that people listening to the play will feel confident to report hate crime as the perpetrators of this serious crime must not get away with it.

## **2.7 Stalking clinic recognised as best practice**

A report released in July from Her Majesty's Inspectorate of Constabulary (HMICFRS) and Her Majesty's Crown Prosecution Service Inspectorate (HMCPPI) about the police and CPS response to stalking and harassment, highlighted Hampshire Constabulary's Stalking Clinic, which I fund, as best practice. Whilst this recognition is greatly valued, the recognition also importantly helped to raise the profile of the service and the impact on victims.

## **2.8 Understanding FGM and Harmful Practices landscape across Hampshire policing area**

My office has been working with partners to understand what they have in place to respond to female genital mutilation (FGM) and other harmful cultural practices in order to create a county-wide strategy for FGM. We are also chairing the Portsmouth Operational Group with support of all partners, including community representatives

In February we played an important role in a multi-agency campaign to raise awareness and 'Call time' on FGM. As part of International Day of Zero Tolerance for FGM, my officers facilitated an event and I funded support for victims of FGM within the charity Southern Domestic Abuse Service.

In a bid to raise awareness of FGM, community groups and representatives from the NHS and support charities in Portsmouth distributed a number of foam board clocks within shops and encouraged residents and shoppers to find the clocks, take a picture of them and post it on social media with the hashtag #CallTimeOnFGM.

Through this initiative, my team successfully engaged with affected community groups in Portsmouth, developing a joint approach to tackling FGM. The community groups and statutory organisations are now planning further activities together.

## **2.9 Modern Slavery Partnership**

On 20 June I collaborated with PCCs from Sussex, Surrey and Thames Valley for a ground-breaking conference to fight modern slavery. The event examined how we can work together to tackle the issue of human trafficking.

To mark National Anti-Slavery Day, the Modern Slavery Partnership, which I set up and continue to lead, ran a specialist training event. Over 60 people from local businesses and organisations came together to hear speakers from Hampshire Constabulary, The Medaille Trust, Barnardo's, Crying Sons and professionals from my office.

The event focussed on raising awareness and an understanding of what is happening in Hampshire and the Isle of Wight and included training on the Independent Child Trafficking Advocacy (ICTA) Service and awareness raising on County Lines, peer on peer and urban people trafficking. Hampshire is one of three national pilot areas to fund ICTAs, supporting young victims up to the age of 18. I also fund the Hampshire Trafficking Service which manages the transition into adulthood for young people up to the age of 24.

## **3. ENGAGING WITH THE COMMUNITIES I REPRESENT**

### **3.1 Hampshire Pride**

I enjoyed attending Hampshire Pride; taking part in the parade along with Hampshire County Council Leader Roy Perry and addressing the hundreds of people who took part in the celebration of the LGBTQI community on the steps of Elizabeth II Court. The day featured speeches and market stalls before the march set off with revellers waving Pride rainbow flags, singing and chanting. My team engaged with hundreds of people on the stand.

### **3.2 Big band buffet**

I was invited to attend the Big Band Buffett 2018 hosted by Test Valley Borough Council Community Safety Partnership and addressed 150 people who attended. The event was a Multi-agency crime prevention and safety information event for older, socially isolated and vulnerable residents at higher risk of crime/anti-social behaviour.

The event was also supported by local scouts and cadets to incorporate an intergenerational understanding aspect to help older people understand youth issues, and for young people to better appreciate the impact of behaviours upon more vulnerable members of the community.

### **3.3 Beaulieu 999 Day**

The High Sheriff of Hampshire Mary Montagu-Scott hosted a special Spring Bank Holiday 999 show celebrating the work of the emergency services in May. I was pleased to join with the police, fire and rescue, ambulance, judiciary, coastguard, National Health Service (NHS) and the prison and probation services in the grounds of the National Motor Museum. Almost 6,000 visitors attended and we asked those who visited our stand what helped them to feel safe in their neighbourhood. Those who said they felt unsafe said it was because of theft including burglary and vehicle crime happening in their area.



### **3.4 Families Day**

I always enjoy spending time with the policing family and it was a pleasure to see so many members of staff at the Hampshire Constabulary Families day. This provides me with an important opportunity to say thank you to officers and staff both past and present. Staff were also consulted on what they felt should be my priorities as their Police and Crime Commissioner, the majority saying that reducing re-offending was the most important.

### **3.5 Isle of Wight County Show**

At the show this year, for the first time, we hosted a question and answer session with myself and the Deputy Chief Constable, as well as having a stand. Members of the rural community listened to us discuss key themes, issues and concerns of local residents in a question and answer session. Whilst on the stand staff heard from local people on a number of different local issues.

### **3.6 Mardi Gras, Isle of Wight**

It was a pleasure to attend the Ryde Mardi Gras in July, providing opportunities to speak with diverse communities on the Isle of Wight and to form and strengthen exciting community relationships.

### **3.7 Criminal Justice Open Day**

On 14 October 2017, Winchester Law Court opened its doors to the public to go behind the scenes and find out what happens in court on a daily basis and I was pleased to be part of the day. The court opened up the world of criminal justice for all ages, visitors toured the court building and cells, viewed two mock trials and a mock magistrate's court trial. Every visitor to the court were given information on the role of the Police and Crime Commissioner and on initiatives that improve the outcomes for victims and witnesses in the criminal justice system. Media coverage ahead of the open day reached over 100,000 people.

### **3.8 Safer Together**

On 27 June in the Westquay shopping centre in Southampton, I held my first 'Safer Together' event, my biggest public and partner engagement event to demonstrate the achievements of working in partnership. The event was open to the public and was free to attend. Through social media 45,000 impressions were achieved, helping to raise awareness of the role a Commissioner has in commissioning projects that support the vulnerable and help to reduce offending.

Partner organisations involved included:

- Crime Diversions Scheme Keep Out
- The Prince's Trust
- NFS Mediation
- Southampton YOS
- Portsmouth Mediation
- Aurora New Dawn
- Hampshire Youth Offending Team

- Gosport Community Safety
- Active Community Network
- The Source Young People's Charity
- Hampshire Youth Options
- Yellow Door
- Hants Search and Rescue Dogs
- CIS'ters
- PARCS
- Unity 101 FM

### **3.9 Safer Awards**

I was delighted to host my first Safer Awards in early December 2017, on International Volunteers Day. The event celebrated the vital role volunteers play in supporting policing and the local community. It was a pleasure to host representatives from over 10 different volunteer groups on the evening to thank them for their contribution and to personally present my Safer Awards to a number of volunteers:

- Police Support Team of the year: Tina Baun, Karen Minett, Andrew Dance, Dan Thornton, Sara Walker
- Police Support Volunteer of the year: Teresa Binks (Cadet Leader)
- Special Police Officer of the year: Specials Inspector Sam Berry
- Special Police Team of the year: Simon Tavender, Nikki Cobby, Matt Clarke, Adam Hillier, Abby Bagshot and Simon Bagshot
- Neighbourhood Watch volunteer of the year: Brain Rose
- Victim Support Volunteer of the year: Laura Rapetti
- Community Court Volunteer of the year: Jonathan Hambrey
- Independent Custody Visiting volunteers of the year are John Carr and Vanessa Upton.
- Youth Commission Volunteers of the Year: Gaby Day and Casey Taylor

### **3.10 Working with the business community**

As part of my work to promote a safer business community, my office ran the 2017 Business Crime Survey 2017. The survey, run in partnership with Safer Hampshire Business Partnership, provided the business community of Hampshire and the Isle of Wight with the opportunity to share its views on crime and disorder. A highlight of the findings is as follows:

- The majority of respondents who completed the survey were business owners (62.4%) whilst the overall majority of respondents represented micro-sized businesses of up to 9 employees (55.3%).
- The single largest issue to impact the majority of businesses in the last 12 months was anti-social behaviour (34.5%) which led to wasted staff time (50.6%) The majority of businesses stated they had not been a repeat victim of either crime /anti-social behaviour (63.7%) in the last 12 months.

- The majority of businesses which had either been a victim of crime or experienced some form of anti-social behaviour in the last 12 months did *not* report every incident to the police (60.2%). A waste of time, lack of evidence and the police either failing to turn up or failing to investigate were the most common reasons provided by respondents who chose not to report every incident to the police.
- A larger percentage of employees (34.5%) compared to business owners (21.4%) felt that compared with the previous 12 months that there was a lot more crime in their business neighbourhood.
- In the last 12 months the majority of businesses *had* experienced being victims of “phishing” (cyber) attacks (36.7%). The majority of business expected that in the coming 12 months their businesses are *most likely* to be affected by “phishing” (cyber) attacks (37.5%).
- The majority of business felt that business crime was “*not very important*” to Hampshire Constabulary (29.2%). A lack of police presence, response or feedback from the police were some the reasons provided. The majority of respondents felt that Hampshire Constabulary did a “fair” job to tackle retail crime (41.7%).
- Increased staff training (51.0%), added or upgraded CCTV (44.8%) and improved physical security measures (38.6%) were *the top three* measures taken by businesses in the last 12 months to help reduce the likelihood of them becoming victims of crime. Cost was singled out as an issue which prevented a minority of businesses from undertaking any measures to protect themselves.
- Cyber-crime (64.0%), burglary (45.0%) and criminal damage (52.2%) were identified as the *top three risks* facing the majority of respondents however the cyber-crime (38 / 66.6%) and fraud (54.1%) were identified by the majority as being the *two most* significant risks likely to affect their businesses in the coming two years.
- The police were the preferred source of crime prevention advice for the majority of respondents (24.5%). Over a fifth (20.9%) of all respondents had never sought any form of crime prevention advice.

These findings informed my areas of scrutiny of the force and have been incorporated into Hampshire Constabulary Business Crime Strategy. Later in the year I will be hosting a Business Crime Summit to share these findings and explore if progress has been made against the business community’s priorities.

### **3.11 Engaging with older people**

As part of my ongoing engagement with older people I attended events held by Hampshire MPs on Hayling Island and at Fareham College and also an event organised by Gosport Older Persons Forum. There events were attended by around 2,000 people and I was able to share information on staying safe to this audiences, through the distribution of the Little Book of Big Scams.

With an ageing population nationally and a higher than average population of those aged over 65 within Hampshire and Isle of Wight, it is important to me that I hear the voices from

this area of the local community. My office is developing a strategy to engage with older residents, which will understand and address the areas of concern for older people in the areas of policing and champion the needs of older members of society.

### **3.12 Engaging young people through my Youth Commission**

My Youth Commission had its biggest year of intake of new volunteers this year since it began, showing how it is growing in influence and reach, and importantly giving young people a voice on policing and community issues that are important to them.

Each year, the Youth Commission members work on campaigns that address issues identified with young people through their consultation in The Big Conversation. These are based on the priorities that have been identified for the Recommendations Report from the previous year.

During the last 18 months, members of the Youth Commission have been tackling four main issues:



Members have focussed on raising awareness of these issues and engaging and consulting young people on them through a range of activities including events, workshops and training, social media campaigns and a partner campaign that reached across the whole of the Hampshire Constabulary policing area.

During this year, members built on the success of their previous #GOFISH (Go Find Internet Safety Help) campaign and introduced the Cyber Ambassadors scheme, a pilot peer led training programme for primary and secondary school children focussed on key online safety information.

Schools were invited to express an interest in taking part in the pilot via the Constabulary's safe4me newsletter and 12 secondary and 12 primary schools in total expressed an interest in piloting the scheme.

Cyber sea monsters was the theme for primary schools and the cyber ambassadors were trained during October to deliver advice to their peers on topics such as safer searching/watch what you click, talking and sharing online, safer selfies and cyber bullying. The schools that took part were:

- Pilgrims' Cross Church of England Primary School (Aided) Andover
- Bosmere School, Havant
- Vigo Primary School, Andover
- Halterworth Community School, Romsey
- Medstead Primary, Alton
- Portsmouth High School, Portsmouth
- Cowes Primary School, Isle of Wight
- Newchurch Primary School, Isle of Wight

- Nettlestone Primary School, Isle of Wight

The Cyber Ambassadors at senior schools built on the previous GoFISH campaign and focussed on sexting, digital footprint, cyberbullying, harassment, cyberstalking, trolling, malicious communications, grooming, privacy and reporting and safeguarding. The schools took part were:

- Wildern School, Eastleigh
- Sherfield School, Hook
- Portsmouth High School, Portsmouth
- Mill Chase School, East Hants
- Westgate, Winchester
- Purbrook Park, Havant
- John Hanson School, Andover

During Hate Crime Awareness week in October 2017 the youth commission held a number of workshops in secondary schools raising awareness of what a hate crime and a hate incident was, and I was delighted that members joined me at a visit to a primary school who are participating in the Heart Stone Odyssey project that I am funding in a number of local schools.

Through my Youth Commission's research they have found mental health to be the top priority for young people for the past two years. To address this members worked with Hampshire CAMHS to produce a helpful poster for secondary school students and an A-Z of coping strategies for primary school children, which have both been distributed to all schools in Hampshire and were extremely well received.

On 30 January 2018 both Youth Commission members and I addressed over 100 professionals who had gathered at the Police Training HQ in Netley to talk about cyber safety. It was an extremely valuable and insightful day and was shortly followed by a thank you event I held for the schools that had taken part and importantly the pupil ambassadors who had helped to train others in online safety, which took place on Internet Safety Day in February. The scheme was such a success, the Youth Commission will be looking to roll it out more widely from October 2018.

In March 2018 it was a pleasure to join my Youth Commission members, the Deputy Lieutenant of Hampshire, Chief Constable Olivia Pinkney from Hampshire Constabulary and a wide range of organisations and people from across Hampshire and the Isle of Wight to mark the contribution they had made during the year and to encourage our partners to pledge their support in helping the Youth Commission achieve their recommendations. 80 people attended to hear what the members had achieved through campaigning on a range of issues. This included Y Services, Public Health, No Limits, The Blagrove Trust, Hate Crime Reporting Centres, Isle of Wight Youth Trust and many more.

For the first time, the Youth Commission gave young people a national voice on relationships and sex education by submitting findings of its own consultation with over 3,300 young people to Government in a bid to ensure pupils are getting the information they need to thrive in the increasingly complex and digital world. The submission is in response to a call by Government for the views of parents, education professionals, and young

people on how to improve Relationships and Sex Education and Personal Social, Health and Economic (PHSE) education.

### **3.13 Engaging directly with young people**

I enjoyed meeting with Itchen College students during the college's Parliament Week. I gave a talk about the role of Police and Crime Commissioners and the election process, highlighting how PCCs make policing accountable to the public and people a greater voice.

### **3.14 Cyber crime**

I hosted a Cyber Protect and Young People conference with Hampshire Constabulary, which focused on how we keep our young people safer while enabling them to make the most of technology and the digital world. I was joined by Chief Constable who shared her perspective as national lead for Children and Young People, reflecting the leading role Hampshire plays in mitigating this vulnerability.

The event was very well attended, with 100 teachers, social workers, youth workers and other professionals with a role in safeguarding young people present to find out more about the potential risks online and the resources available to help them support young people, and their families, to navigate the digital world safely.

Key speakers included:

- Emma Motherwell from the NSPCC on its campaign to get social media companies to take greater responsibility for protecting young users
- Tanya Goodin shared insights into the impact of technology on mental health. Hampshire Constabulary presented their work in this key digital area, including the impact of sexting.
- Scott McGready, an 'ethical hacker' who showed how technology can be used to fake 'live chat' and coerce young people into creating sexual imagery that can then be used to exploit them.

Members of my Youth Commission presented their pilot Cyber Ambassador Scheme that seeks to embed online safety advice early on and to continue that throughout the school journey.

## **4. LISTENING TO AND BEING THE VOICE OF LOCAL COMMUNITIES**

4.1 From 28 November to 5 December 2017 my office ran a survey with residents of the Hampshire Constabulary policing area to understand their policing and crime concerns and what they feel keeps them safer.

### **Highlights**

- Feeling safe: In asking our cohort of respondents around feeling safe in local neighbourhoods 72% stated they felt safe or very safe
- Of those who didn't feel safe (137 respondents) the top three reasons as to why not are: anti-social behaviour and criminal damage (63%), theft (including burglary and vehicle crime) (64%), violent crimes (55%)

- When presented with a list of options in which the PCC should invest more money to improve/maintain the safety of local communities, the top 3 areas our respondents selected: mental health support 51%, vulnerable people 46%, supporting victims 45%
- The respondents were asked which of the four PCC's priorities is most important, 37% selected reducing offending, followed by enabling effective and efficient operational policing at 30%
- In comparing the May 2017 results to the December 2017 results, feeling safer or very safe in local neighbourhoods has fallen by 7%. Theft and violent crime remain as top reasons why residents do not feel safe, though drug and alcohol problems has been trumped by anti-social behaviour with the December cohort
- Holding the CC to account continues to be the top PCC responsibility selected. As with back in May, responding to police complaints has again been select by 47% of respondents
- Mental health support, supporting victims and vulnerable people have consistently been selected as the top three areas for the PCC to invest more money to improve/maintain local safety
- The results show again both our May and December respondents have both selected reducing offending as the most important PCC priority to them, followed by efficient and operational policing.

#### **4.2 Road Safety**

- When asked, when should drivers have refresher driving lessons, the most popular answer was when they reach a particular age (62%) followed by following an accident that was their fault (61%)
- 60% of those taking part state that they always notice flashing advisory signs. A surprising 81% stated that when seeing a flashing advisory sign for speed they check their driving behaviour and change it if required. 41% of drivers, in relation to flashing speed advisory signs, they are more aware of their speed for some of the journey after it, not all, followed by 26% saying they were more aware for the remained of their journey.

#### **4.3 Consulting and informing the council tax precept**

To gauge the views of members of the public on the council tax precept, I ran two independently facilitated consultation events in January 2018. At the end of the event, eight in 10 people agreed they would pay an extra £12 in council tax. 119 people took part in the face to face consultation events, 3,981 completed the survey, 334 You Tube views, over 15,000 people reached on Facebook.

The online survey asked whether individuals would support precept increases at differing levels from the 'up to £5 per annum' to 'up to £75 per annum' – 70% saying they were willing to pay more. There was a 68% increase in survey respondents compared with the previous year.

To raise awareness and explain how the policing budget is spent, a council tax leaflet was designed for distribution in every council tax bill and e-bill across the Hampshire Constabulary policing area. For the first time, in April 2018, every household across the Hampshire Constabulary policing area (800,000) was informed about the budget and the

role of the PCC, including the work with partners to support victims and reduce offending. This resulted in an almost 200% increase in visits to the council tax pages on my website, compared to the same period last year, helping to inform members of the local community how their council tax contributions were being invested.

#### **4.4 University research**

In January 2018 my office embarked on a collaboration with Winchester University to align Masters Students with areas of work that required new or developed evidence to support decision making and future projects.

This was a pilot project and enabled four university students to pitch dissertation proposals against a programme of work supplied by the performance and information team. Four areas of research were successfully negotiated and were as follows:

- How do we successfully support female prison leavers to reintegrate them with their children and families?
- The Voice of Children and Young victims: Methods of Gaining feedback of services
- By investigating the change in volume of trial receipts at a single Crown Court is it possible to draw robust conclusions as to why a change has occurred since 2015?
- Analysing risk and benefit where restorative practices are used in cases of Domestic Abuse

Dissertations included literature reviews on current relevant research, interviews with relevant professionals and primary survey work and analysis. Students have presented to their research to me, Hampshire Constabulary and senior managers within my office.

The successful completion of the pilot project and the immediate value added to existing projects, has led to a decision to develop this approach over the financial year 2018/19.

#### **4.5 Working nationally and regionally, to keep us SAFER locally**

There is an increasing need to engage with those delivering at regional, national and international levels to ensure the local impact is included in their thinking, and plans are driven by today's realities for threats and risk of harm.

I am always keen to ensure that the Secretary of State and Ministers are in touch with the priorities and challenges for the people I represent, and hear what will enable the best operationally effective policing and interventions, beyond policing, which reduce demand and support those with vulnerabilities and victims of crime.

I have been regularly present at meetings and events where the Secretary of State and Ministers brief PCCs collectively and in small focus groups. In addition to this, I take every opportunity to have one on one conversations. These are good professional conversations where I am able to hear of government priorities and Home Office initiatives to inform me as I press for the appropriate funding for my area to keep our communities safer.

It is important that PCCs are a strong voice for their local policing area but also that they work collectively to address strategic policing issues. It is by coming together that PCCs are best able to influence change. Being part of the national body, The Association of Police



and Crime Commissioners (APCC), helps PCCs make the most of their ability to influence at a national level. It is key that I am at the table for these APCC meetings to actively be a part of important conversations that identify and share best practice and opportunities to work together to enable more effective and efficient policing.

It is vital that everyone involved in policing understands the increasing demand on the service, changing patterns of crime and public expectations; and perhaps more importantly that we seek to make changes now that transform policing to better tackle new threats and improve the service for the public. I have the privilege to have a national voice on the Police Reform and Transformation Board, which I sit on, and I plan to continue to use my voice to fight for appropriate transformation and change to ensure policing is operationally effective, modern and fit for the future.

It is also important that your Members of Parliament can speak out for Hampshire Constabulary and the communities it serves. I work hard to keep them briefed on the Constabulary's successes and challenges and the work that I am doing beyond policing to support victims and reduce offending.

I also work with your MPs and councillors to respond to the issues and concerns that the community. Indeed as a democratically elected representative a good deal of my time is spent in dealing with local casework – seeking answers and solutions to the queries raised. This often involves bringing together partners, as often it is areas where responsibility is not clear cut, like fly-tipping or road safety that can cause the most angst.

With funding constrained, working together to respond to concerns and events has become more important both within policing and across the public sector. This year the Constabulary has helped colleagues in Wiltshire as they dealt with the Novichok incident and worked with colleagues to plan the security for the Royal wedding. I have also been part of the creation of a fly-tipping partnership and sought to renew contracts with council colleagues to provide essential support for victims of domestic abuse.

#### **4.6 Being a local voice on national issues**

It is important that the view of local residents are represented on national issues and throughout the year I have commented publically on national issues or campaigned behind the scenes with Ministers at Westminster. Some of the comments I have made publically are shown below:

##### **2017 Drug Strategy**

*“Drugs and psychoactive substances affect your behaviour, health, and are potentially lethal; they present very real danger to all, but particularly some of our most vulnerable groups such young people, the homeless and prisoners. My priority is to keep residents safe and this new strategy from the government is welcomed.”*

##### **The stretch on resources during summer months**

*“Recent events, whether terror attacks, significant criminal activity designed to inflict harm or the tragedy of fire, all make the headlines – as do some of the commentaries on how more must be done to protect us.*

*“Less often in the news in a joined up way is the busyness behind the scenes of those with the responsibility – every day – to work on these issues.*

*“Tomorrow all the Police and Crime Commissioners will be meeting with their Chief Constable colleagues in a Joint Meeting that will consider topics relevant to keeping us all safer through delivery of modern, operationally effective policing that is fit to defeat criminals and those who wish us harm. This understandably will debate what resourcing will deliver this and the necessary updating of skills and technologies to sustain this into the future.”*

#### Emergency Services Drivers

*“We ask police and our other emergency services to do this on our behalf, exercising these expert, trained and rehearsed skills. They have every right to expect that they, in their turn, will be supported in their efforts to protect us. This should include protecting them from prosecution where they have executed their duties professionally and without negligence, but the risk they take has been realised through no fault of their own.*

*“I believe this should be encapsulated in law, carefully crafted to match the responsibility we place on our protectors and defenders alongside their right to be recognised for exercising their duty on our behalf. This is no simple task, but should be addressed urgently.”*

#### Responding to the Queen’s Speech

*“The Queen’s Speech today has helpfully and appropriately identified priorities of the new Government that impact on the remit of a Police and Crime Commissioner, including Counter Terrorism, Policing Powers, Regulation of Cyber Space, Countering Extremism, Domestic Violence and Abuse and Mental Health. I support these as priorities.*

*“But I am clear that these areas need also to sit alongside the volume of broader policing that keeps us all safer through local policing, specialist capabilities and national programmes that enable most effective and efficient delivery, consistently across the nation and where these are best led with a national perspective.*

*“The Prime Minister today repeated her determination to ‘protect Police budgets’. This is very welcome.”*

I work, and act as your voice, nationally, regionally and locally to keep you SAFER.

## **5. POLICING**

5.1 Since my election as Police and Crime Commissioner, I have lobbied hard on behalf of the people I represent for fairer and sufficient funding for policing in our area and this has been a large focus for me during this last year. I recognise that there are other pressures on Government, but I do believe that addressing the national funding formula is essential for long-term sustainability.

5.2 In addition to the annual budget setting in April 2017/18 when funding is allocated to policing as informed by the Chief Constable’s outlined needs, I agreed new funding for a range of projects totalling **£2,691,823**, as follows:

- The purchase of new scientific equipment for Drug Analysis from the Hampshire Scientific Partnership Reserve - £50,000
- Request for funding to support force development activities - £1,106,000
- Funding to Hythe and Dibden Parish council for provision of two fully funded Police and Community Support Officers for Hythe and Dibden – £61,000
- ‘Domestic Abuse Matters’ training by SafeLives to frontline staff in Hampshire Constabulary - £179,823
- Contact Management Programme Budget Uplift – Nov 2017 - £1,356,000 (as part of £3m uplift shared between TVP and HC)

5.3 Despite lobbying for a change to funding, our policing area continues to be underfunded by the National Funding Formula, which provides two thirds of the overall funding available. I would like to thank local residents in the Hampshire Constabulary policing area for agreeing to support the local precept increase of £12 through local council tax for the financial year 2018/19, which provides the remaining third of funding. I consulted on this increase from December 2017 to January 2018. This council tax precept will protect policing services from additional cuts that would otherwise have been necessary to stay within budget during 2018/19. This increase has also allowed a balanced budget to be set for next year 2019/20 to mitigate a shortfall that would otherwise have applied.

5.4 I am doing everything within my power to support victims, protect the vulnerable, and empower operationally effective policing. From April 2018 to 2019 I will be investing 98.3% of my total annual budget in policing and, despite tight budgets, I have:

- **Sustained frontline policing: Protected 160 police officer posts from being cut** in 2018/19. This was possible directly from this year’s precept increase.
- **Enhanced safety against greatest risks: Increase in the number of armed response officers at an additional cost of £800,000 per annum.**
- **Recognised the risks to frontline officers: Approved a commitment from reserves (up to £800,000 with further yearly costs of £160,000) to increase the numbers of Tasers** in response to frontline officers’ requests and delivering improved effectiveness.
- **Recognised the risks to front line officers: Approved the provision of spit hoods at a cost of over £9,000** to enhance their protection from assault in the course of their duty.
- **Improved operational effectiveness through technology: Funded the ongoing roll out of mobile technology at a cost of £1,600,000** to all Response and Patrol teams, and encouraged the Chief Constable to consider further opportunities for other police teams (further funds available from reserves allocated this year).
- **Improved operational effectiveness through technology: Provided strategic funding for a new Contact Management Platform (approx. £30m in partnership with TVP, Hampshire’s contribution in the region of almost £14m including Police Innovation Fund bid)** to provide a more efficient service for the public, but also for all officers and staff, estimated to save 20% of a police officer’s time.
- **Responded to Community Priorities: Insisted on the protection of the marine unit at a cost of £557,000** until a more cost effective partnered solution can be developed.
- **Released Additional Police to the front line and Enhanced Police Support: Invested in the police estate returning £2,000,000 per annum to the budget for 2020**, whilst improving public, partner and policing support.

## **5.5 Firearms licensing review**

In January I requested the Firearms Licensing Department undergo a process improvement review to manage and eradicate backlog of firearms licence renewal requests in order to meet public demand and ensure public and officer safety.

Improvement in processing applications at the end of 2017 were as follows:

- 42 days - average to process shotgun grants (156 days in Oct 2015)
- 36 days - average to process Firearms grants (81 days in Oct 2015)
- Firearms licenses renewed before expiry 12% improvement
- Shotgun certificates renewed before expiry 9% improvement
- After review: project status improved (now green)

## **5.6 Estate Change Programme**

My Estate Change Programme team have continue to deliver a high quality estate, saving money, benefitting policing and all in the local community. In April 2018 my Estate Change Programme Strategy was updated. The Programme continues to support my Police and Crime Plan and the operational need of the Constabulary. I am pleased that we have continued to keep the programme cost neutral in terms of the policing budget.

### **5.6.1 Eastern Police Investigation Centre**

In November 2017, the Chief Constable and I attended a ground breaking ceremony to mark the start of the construction of the new Eastern Police Investigation Centre in Portsmouth. This new Police Investigation will integrate an investigation hub and custody suite and will enable more effective and efficient policing in the East of Hampshire. It is the remaining cornerstone of the Eastern Police Estate Strategy. Located on the Merlin Park Development off Airport Service Road in Copnor, construction is anticipated to start late this year and the site is due to open in spring 2019. This new centre will keep policing within the boundaries of Portsmouth. Along with the retention of the Neighbourhood and Response and Patrol teams on Portsea Island, this keeps policing in the heart of the city.

Progress has continued with the Estate Change Programme across the Hampshire Constabulary policing area, with a range of projects being completed:

- Northern Police Investigation Centre (PIC) fully handed over to the force
- Cosham Prevention and Neighbourhood base opened on 26 April 2017
- The Gosport Police front counter opened to the public on 2 May 2017
- Alton Police Response and Patrol and Prevention and Neighbourhood base was opened on 2 May 2017
- Aldershot refurbishment
- Electric Car Sharing points installed at the Northern PIC and provision is being made at the Eastern PIC
- Southampton Custody roof pipework
- Memorial garden, Netley

A number of projects have also been started this year, including:

- Shakespeare Close - Eastleigh Prevention and Neighbourhoods Teams (P&N)

- Portsmouth Dockyard – Portsmouth Response and Patrol and P&N
- NMIC
- Fareham Reach 2
- Southern Road Southampton
- Lymington – Lymington P&N

## **5.7 Campaigning together**

To keep our communities safer ahead of Black Friday and when buying online at Christmas, I joined forces with Hampshire Constabulary to share important advice to help prevent online fraud. Between October 2016 and March 2017 Hampshire Constabulary received 541 reports of fraud relating to online shopping and auctions. The national picture reveals the wider extent of the problem with Action Fraud estimating that in 2015 around £10 million was lost to fraudsters across the UK while people were shopping online for Christmas presents.

## **6. SCRUTINY**

**6.1 As Police and Crime Commissioner I have a statutory responsibility to hold the Chief Constable to account for the performance of the police force.**

### **6.2 COMPASS**

In addition to the weekly one to one private scrutiny meetings I undertake with the Chief Constable, I also run public Commissioner’s Performance, Accountability, Scrutiny and Strategy (COMPASS) meetings.

Last year I ran three sessions starting in Aldershot in April 2017, in Newport in June and Winchester in December. During the COMPASS session I challenged the Chief Constable on Hampshire Constabulary’s strategy for addressing the issues that require police attention on the Isle of Wight and the wider Hampshire Constabulary policing area. Members of the public are invited to submit questions on local policing matters that are important to them ahead of the meeting, which I can then put to the Chief Constable. All of my COMPASS meetings are filmed and publically available on my website at [www.hampshire-pcc.gov.uk/commissioner/my-role](http://www.hampshire-pcc.gov.uk/commissioner/my-role).

### **6.4 Responding to police complaints**

The Professional Standards Department of Hampshire Constabulary is responsible for responding to complaints made against all police officers and staff, with the exception of the Chief Constable. As Commissioner I have a statutory responsibility to respond to complaints against the Chief Constable. During the 2017/18 year, there were 11 complaints received against the Chief Constable, consisting of 13 allegations. After thorough review, no complaint resulted in action being taken against the Chief Constable.

## **6.5 HMICFRS Annual report for Hampshire Constabulary**

Listening and responding to the assessments and reports undertaken by the HMICFRS is important. They give me an added measure and gauge of performance of the force. In the HMICFRS annual report, Hampshire Constabulary were rated good in many areas. The areas identified as requiring improvement give a helpful indicator for focus for the Hampshire Constabulary Chief Constable and for me, on behalf of the community, in what will keep residents even safer and protect them from the greatest threats and risk of harm.

## **6.6 Independent Custody Visitors**

The work of Independent Custody Visitors (ICVs) offers protections to detainees and transparency of the detention processes. Custody visitors are the eyes and ears of the public providing reassurance that all is as it should be.

The work of custody visitors provides a valuable contribution to my Police and Crime Plan by providing accessibility, visibility and accountability of Hampshire Constabulary. Their contribution to the scheme helps me to fulfil my statutory duty to hold the Chief Constable to account and I am grateful for their commitment to their roles and the scheme.

I currently have 45 ICVs supporting across the Hampshire Constabulary policing area. They require a sound knowledge of custody processes and skill is required to engage effectively with both detainees and custody staff.

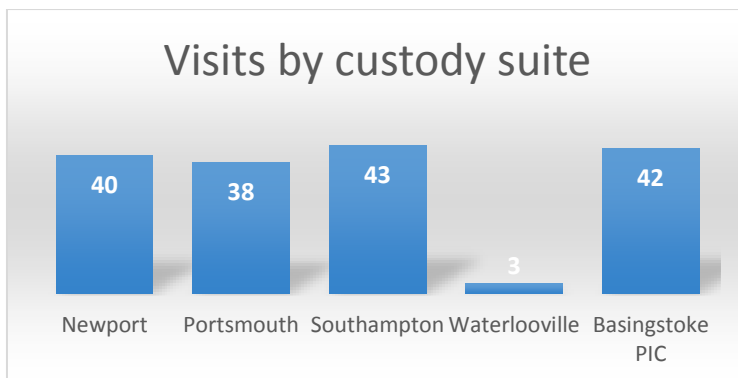


During the last year, detainee numbers increased by 16.3%<sup>1</sup>, the first increase in the past three years. The number of children and young people (10-17) increased by 11.5%. The number of detainees requiring an Appropriate Adult fell by one percentage point compared to the previous financial year.

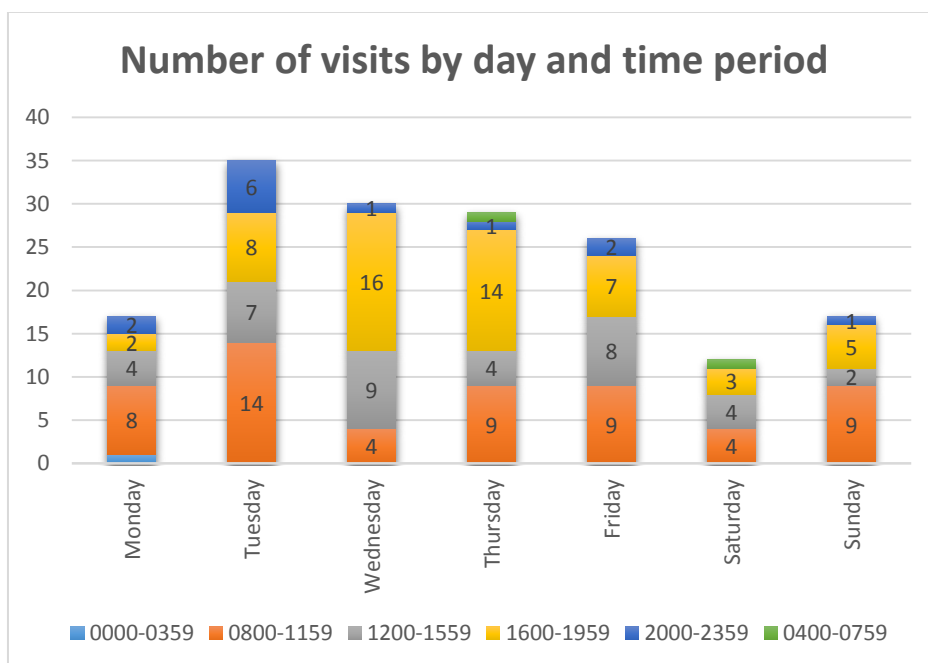
The number of visits carried out during this period was 166, compared 254 in 2016-17 and 283 in FY 2015-16. The Basingstoke Police Investigation Centre (PIC) opened in 17 which reduced the number of custody suites to visit. The number of visits during 2017-18 equates to 3.2 visits per week. The average duration of visits was 1hr 8 minutes. This is a higher

<sup>1</sup> Figure taken from Business Objects

average duration than the last FY, however reflective of the number of detainees interviewed. Fully operational custody suites were Aldershot, Basingstoke, Newport, Portsmouth and Southampton. Figure 2 shows the breakdown of visits by panel.



**Figure 1: Number of visits by custody suite**



**Figure 3: Number of visits by day and time period**

One visit took place during the hours of midnight to 07:59. Figure 4 shows that there has been an increase in Friday and Saturday night visits which were highlighted in the report for FY 2016/17 for having only one Friday and four Saturday visits. This is of importance as it could be argued that those under the influence of alcohol or drugs may be more vulnerable and therefore observing how the Constabulary are dealing with high volumes of vulnerable detainees could be beneficial. If detainees are unable to be interviewed, visitors are able to observe other processes (with the consent of the detainee) as well as spend more time checking custody logs.

In 2017, Dame Elish Angiolini DBE QC carried out an independent review of deaths in custody, which highlighted 110 recommendations for a number of agencies, including Police and Crime Commissioners. One recommendation was that PCCs should report the number of deaths and serious incidents in the custody environment in their force area.

This is a new requirement and there is no nationally agreed definition of what is deemed a 'serious incident'. Caution should therefore be exercised by those making comparisons between PCC/force areas. In the absence of an agreed definition, I have chosen to report the number of serious incidents in the custody environment that are recorded on the Accident Management System. Incidents of this nature are injuries to a detained person by self-harm or by a police officer/staff that could have resulted or did result in death, broken bones or requiring hospital treatment.

In the 2017-18 year, there were no deaths and five serious incidents in custody reported on the Accident Management System. While this is a relatively small number compared to the number of detainees held in custody during the year, there is no complacency when it comes to the safety of all those in this high risk environment. The Independent Custody Visiting scheme is one example of how I carry out oversight and scrutiny of this operational policing activity on behalf of the public.

## **7. EMERGENCY SERVICES COLLABORATION**

During 2017 I commissioned a review into the options presented to me by the Policing and Crime Act 2017 for governance of fire services within my area. This review for collaboration was undertaken with the support of the Hampshire and Isle of Wight Fire Authorities and a shared focus on achieving the best outcome for the people of Hampshire, the Isle of Wight, Portsmouth and Southampton.

I am proud that police and fire are often evidenced as the best in class when it comes to the improved effectiveness and efficiency through collaborative working, but the review set out to challenge our thinking and working to explore any further opportunities for greater joint working.

The review I commissioned identified four options including the potential for me as Police and Crime Commissioner to join both authorities and the benefits of a change in governance. I however believe that teams can continue to work together through existing partnership and cooperative arrangements and concluded that we could continue with the status quo for the time being.

I continue to look for developments including the successful coming together of the fire authorities, the new inspection regime with HMICFRS and confirmation of ongoing excellent performance of our fire services, and the bringing together of further significant savings through the existing collaboration which has delivered so well in the past.



## 8. FINANCIAL INFORMATION

### Budget for 2017/18

A key part of my first year in office was to set the overall council tax (precept) increase for the 2017/18 financial year. Following a public survey and face to face consultation, I gained support for an increase in the precept by the maximum allowable of £5 (or 3.12%) for a Band D property, to give a revised Band D precept of £165.46 for 2017/18. The increase generated an extra £3.3 million for Hampshire Constabulary and increased the overall budget for 2017/18 to £306m.

### Hampshire Constabulary element

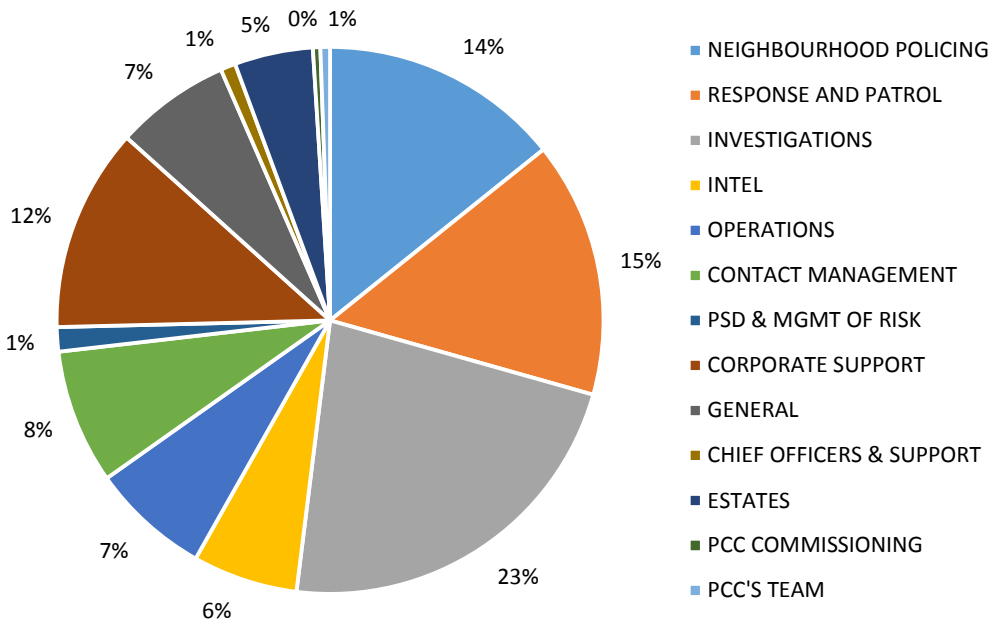
The larger part of the overall budget (£294.02m) I delegated to the Chief Constable to deliver policing across Hampshire and the Isle of Wight.

### PCC element

The overall PCC budget (£11.99m) includes:

- management of the police estate (£14.3m)
- financing of the Hampshire Constabulary's capital programme (£2.5m) and
- contributions from reserves of £7.9m
- the costs of delivering the commissioning of projects that protect the vulnerable and reduce offending (£3.6m offset by £2.3m Ministry of Justice grant funding)
- the costs of the teams that support policing working on behalf of the Police and Crime Commissioner (£1.8m including administration of Ministry of Justice funding)

At the end of 2017/18, the overall budget was underspent by £2.313m. Budget allocation and what it supported in 2017/18 is shown below:



## **Looking forward - 2018/19**

Through my campaigning for fairer funding I was able to influence the flexibility Commissioners were given by the Government in setting the local precept for the financial year 2018/19. This allowed me to consult on raising the policing precept in Hampshire and the Isle of Wight by £12 per household per year. Following two public consultation events, in excess of 80% of those in attendance were supportive of a precept increase of £12. In addition, in my online budget consultation survey, 75.3% of respondents would pay £10 or more, and nearly half (46%) would pay between £10 to £75. As a result of this support I raised the precept in Hampshire and the Isle of Wight by £12 per year (7.25%) for a Band D property, to give a revised Band D precept of £177.46 for 2018/19. The impact on each Council Tax band is shown in the table below:

<b>Council Tax Band</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>
<b>17/18 £</b>	110.31	128.69	147.08	165.46	202.23	239.00	275.77	330.92
<b>18/19 £</b>	118.31	138.02	157.74	177.46	216.90	256.33	295.77	354.92
<b>Increase £</b>	8.00	9.33	10.66	12.00	14.67	17.33	20.00	24.00

Without this flexibility and my decision to raise the precept, we would have been in a far worse position financially, which would have had a significant impact on front line and local policing. My decision took into account both the immediate and medium term resourcing requirements that enable residents of Hampshire, the Isle of Wight, Southampton and Portsmouth to be safer now and in the future.

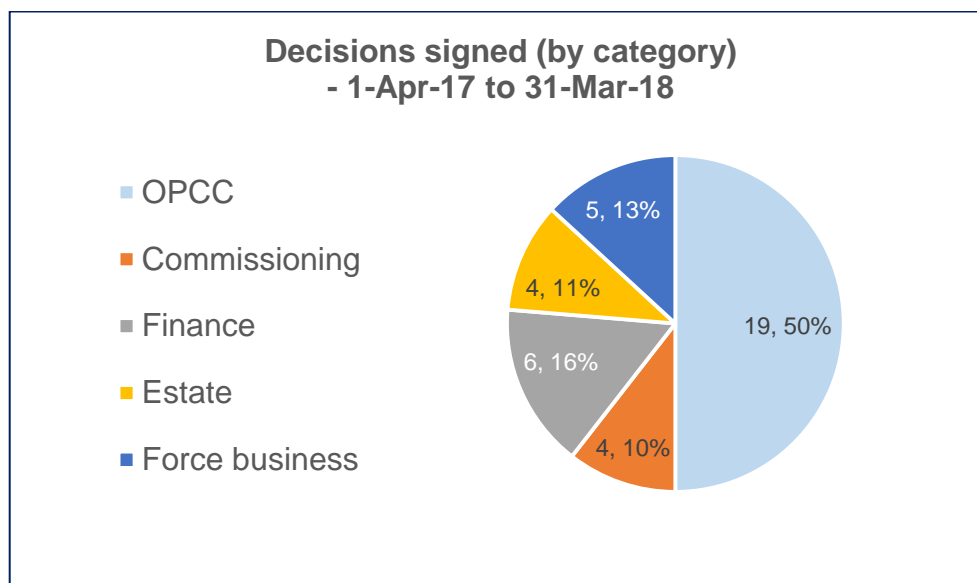
This increase generated an extra £8.2 million for 2018/19. It allows the current level of neighbourhood policing to be maintained and will enable some further enhancements and modernisation to police services.

## Appendix 1

Decision notices

### Decisions signed during period 1-Apr-17 to 31-Mar-18

Number of Decisions signed: 38



Note: From Jan-18, decisions relating to commissioning grants and contracts were categorised separately

ID	Title	Category	Date signed
<b>PCCML/000350/2017</b>	The purchase of new scientific equipment for Drug Analysis from the Hampshire Scientific Partnership Reserve	Force business	12-Apr-17
<b>PCCML/000351/2017</b>	Treasury Management Strategy and Investment Strategy 2017/18 to 2019/20	Finance	3-Apr-17
<b>PCCML/000352/2017</b>	Future commissioning arrangements across Hampshire, Isle of Wight, Portsmouth and Southampton for Restorative Justice	OPCC	26-Apr-17
<b>PCCML/000353/2017</b>	Request for funding to support force development activities	Force business	26-Apr-17
<b>PCCML/000358/2017</b>	The Heartstone Odyssey Project – Challenging Hate Crime and Building Community Cohesion	OPCC	31-May-17
<b>PCCML/000359/2017</b>	Community Safety Partnership Grants Fund	OPCC	20-Jul-17

<b>ID</b>	<b>Title</b>	<b>Category</b>	<b>Date signed</b>
<b>PCCML/000360 /2017</b>	Supporting Communities Grant Fund	OPCC	20-Jul-17
<b>PCCML/000361 /2017</b>	Renewal of the SafetyNet Application Software Licence	OPCC	13-Jul-17
<b>PCCML/000362 /2017</b>	Domestic Abuse Service Portsmouth from April 2018	OPCC	29-Aug-17
<b>PCCML/000363 /2017</b>	Domestic Abuse and Sexual Crime Services Isle of Wight from April 2018	OPCC	29-Aug-17
<b>PCCML/000364 /2017</b>	Domestic Abuse Perpetrators' Service (Hampshire and Southampton areas only) and Domestic Abuse Victims' Service (Hampshire area only)	OPCC	29-Aug-17
<b>PCCML/000367 /2017</b>	Outturn 2016/17	Finance	29-Jun-17
<b>PCCML/000369 /2017</b>	Funding from Hythe and Dibden Parish Council for provision of two fully funded Police and Community Support Officers for Hythe and Dibden	Force business	3-Oct-17
<b>PCCML/000370 /2017</b>	Single Tender Agreement for Arrest Referral / Pre-sentence Assessment Service (Apr-18 to Mar-19)	OPCC	29-Aug-17
<b>PCCML/000371 /2017</b>	Arrest Referral and Pre-sentence Assessment Needs Assessment	OPCC	29-Aug-17
<b>PCCML/000372 /2017</b>	Re-Commissioning the Victim Care Service	OPCC	29-Aug-17
<b>PCCML/000375 /2017</b>	Funding allocation for Southampton Street Pastors	OPCC	2-Oct-17
<b>PCCML/000376 /2017</b>	Approval to the implementation of the 2017 updated Estate Strategy 2.6	Estate	30-Aug-17
<b>PCCML/000377 /2017</b>	"Domestic Abuse Matters" training by SafeLives to frontline staff in Hampshire Constabulary	Force business	28-Sep-17
<b>PCCML/000378 /2017</b>	Scheme of Corporate Governance	Finance	5-Dec-17

<b>ID</b>	<b>Title</b>	<b>Category</b>	<b>Date signed</b>
<b>PCCML/000379 /2017</b>	Commitment to extend funding towards the Crisis Worker element of the SARC (Sexual Assault Referral Centre) in partnership with NHS England	OPCC	5-Dec-17
<b>PCCML/000380 /2017</b>	Integrated Offender Management Houses (IOM) from 1-Apr-18 to 31-Mar-21	OPCC	5-Dec-17
<b>PCCML/000381 /2017</b>	Approval for funding for provision of estate facilities for operational policing team	Estate	28-Sep-17
<b>PCCML/000382 /2017</b>	PCC funding towards Hampshire Constabulary Memorial Garden	Estate	5-Dec-17
<b>PCCML/000383 /2017</b>	Combatting Modern Slavery in Hampshire	OPCC	5-Dec-17
<b>PCCML/000384 /2017</b>	MiFID II	Finance	26-Oct-17
<b>PCCML/000385 /2017</b>	Sale of police houses	Estate	5-Dec-17
<b>PCCML/000388 /2017</b>	Allocations under the Supporting Communities Grant Fund – Hampshire and IOW Neighbourhood Watch Association	OPCC	4-Dec-17
<b>PCCML/000389 /2017</b>	6 month extension to grant funded sexual crime and domestic abuse support services on the Isle of Wight from 1-Apr-18 until 30-Sep-18	OPCC	25-Jan-18
<b>PCCML/000391 /2017</b>	Allocations under the Supporting Communities Grant Fund – Headway Portsmouth and South East Hampshire for brain injury awareness programmes	OPCC	19-Mar-18
<b>PCCML/000394 /2017</b>	Contact Management Programme Budget Uplift – Nov 2017	Force business	19-Dec-17
<b>PCCML/000395 /2018</b>	Allocations under the Supporting Communities Grant Fund – The Bridge's Support Project, Support to Children Experiencing Domestic Abuse	Commissioning	19-Mar-18
<b>PCCML/000396 /2018</b>	Allocations under the Supporting Communities Grant Fund – Chrysalis, Chrysalis Counselling	Commissioning	19-Mar-18

<b>ID</b>	<b>Title</b>	<b>Category</b>	<b>Date signed</b>
<b>PCCML/000397/2018</b>	Proposed funding allocations under the Safer Communities Grant Fund for 2018/19	Commissioning	7-Feb-18
<b>PCCML/000399/2018</b>	Allocations under the Supporting Communities Grant Fund – Gosport Borough Council, Community Speed Watch	Commissioning	19-Mar-18
<b>PCCML/000402/2018</b>	Tableau (data self-service) collaboration	OPCC	14-Feb-18
<b>PCCML/000403/2018</b>	Budget 2018/19	Finance	23-Feb-18
<b>PCCML/000404/2018</b>	Treasury Management Strategy and Investment Strategy 2018/19 to 2020/21	Finance	22-Mar-18

## **Appendix 2**

### **Delivery Plan Projects from 1 April 2017 to 31 March 2018**

**No of projects delivered** **34**

Note: Figure above extracted from closed (completed) projects and excludes projects 'cancelled', 'on hold' or 'other'

#### **No of projects at start and end of period:**

(Note: Following figures extracted from current projects 'delivery' / 'doing' and those 'to do')

	01-Apr-17	31-Mar-18
BIG CONVERSATIONS	1	2
BIG ISSUES	17	13
PARTNERSHIPS and COMMISSIONING	33	18
COMMUNITY	7	7
POLICING	8	10
	<b>66</b>	<b>50</b>

#### **No of projects initiated:**

Note: Following figures extracted from current and closed (completed only) projects with a start date in the reporting period required

BIG CONVERSATIONS	2
BIG ISSUES	13
PARTNERSHIPS and COMMISSIONING	16
COMMUNITY	1
POLICING	8
	<b>40</b>

#### **No of new candidate projects identified:**

BIG CONVERSATIONS	4
BIG ISSUES	0
PARTNERSHIPS and COMMISSIONING	11
COMMUNITY	1
POLICING	7
	<b>23</b>

Note: Figure above extracted from current projects (i.e. those added to DP during that period – includes both projects in 'discovery' and those added and subsequently transferred 'delivery' during the same period).

Also, figure above includes those projects closed (for whatever reason) which had been added to the DP during the reporting period.

Figures do not include any projects added to the plan in Apr-17 because this date assumes they were already present at the start of the reporting period and should not be counted as new.





[www.hampshire-pcc.gov.uk](http://www.hampshire-pcc.gov.uk)



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## HAMPSHIRE POLICE AND CRIME PANEL

### Report

<b>Date considered:</b>	5 October 2018		
<b>Title:</b>	Annual Report 2017/18		
<b>Contact:</b>	Scrutiny Officer		
<b>Tel:</b>	01962 847483	<b>Email:</b>	<a href="mailto:members.services@hants.gov.uk">members.services@hants.gov.uk</a>

#### **1. Executive Summary**

1.1 The purpose of this paper is to present the Panel's Annual Report 2017/18.

#### **2. Recommendations**

2.1 That the Panel receive and agree the Annual Report 2017/18.



# **ANNUAL REPORT 2017-18**

## 1. Introduction

Police and Crime Commissioners (PCCs) were introduced through the Police Reform and Social Responsibility Act 2011, which significantly changed the arrangements for police accountability and governance in England and Wales. Through this legislation Police and Crime Panels (PCPs) were established to provide scrutiny and support to PCCs.

This annual report covers the second year of Mr Michael Lane, the PCC, who was elected to serve Hampshire, Portsmouth, Southampton and the Isle of Wight, in May 2016.

### 1.1. The Role of the Police and Crime Commissioner

Nationally, PCCs exist to ensure that the policing needs of their communities are met as effectively as possible, to be the voice of the people and hold the police to account. They are to give the public—to which they are directly accountable—a voice at the highest level of policing. They are expected to do this by:

- securing an efficient and effective police for their area;
- appointing the Chief Constable, holding them to account for running the force, and if necessary dismissing them (Olivia Pinkney is the Chief Constable of Hampshire Constabulary);
- setting the police and crime objectives for their area through a police and crime plan;
- setting the force budget and determining the precept;
- contributing to the national and international policing capabilities set out by the Home Secretary; and
- bringing together community safety and criminal justice partners, to make sure local priorities are joined up.

Legislation protects the operational independence of the police, making it clear that the Chief Constable retains command and control of police officers and staff.

Contact details for the PCC for Hampshire can be found in Appendix 1 (page 17).

### 1.2. The Police & Crime Plan

The PCC sets out in a Police and Crime Plan his objectives for his term of office. This document is of great importance to the PCP as a point of reference in fulfilling its duty to scrutinise and review the actions and decisions of the PCC. Mr Lane's Plan was considered in draft by the PCP in October 2016, and launched in a public event with stakeholders in December 2016. His objectives from this time forward were defined as:

1. Championing Community Needs - Support victims and those affected by crime and disorder
2. Partnerships - Strengthen partnerships to work together to reduce crime, promote public safety and create vibrant inclusive communities

3. Enabling operationally effective policing - Enable effective and efficient operational policing which meets the needs of the people it serves, by empowering the Chief Constable
4. Reduced Offending - Develop services that tackle the root caused of offending and ,with partners, make early interventions to prevent offending

These four key strategic priorities were identified by the PCC to support his overarching objective of making 'you, your family, your community: safer'.

The PCC's plan can be found on the following webpage:

<https://www.hampshire-pcc.gov.uk/plan>

### 1.3. The Role of the Police & Crime Panel (PCP)

The PCP is a joint scrutiny body of the local authorities in the Policing area who perform a number of functions in relation to the PCC and their role. These include:

- To review the draft Police and Crime Plan
- To scrutinise the PCC's Annual Report
- To review and scrutinise decisions and actions by the PCC
- To review and veto the PCC's proposed Council Tax precept levels
- To review the PCC's Conduct – the PCP can suspend the PCC if they are charged with 2 year imprisonable offence and report to IPCC, however they cannot remove the PCC.
- To confirm the Chief Constable's appointment.
- To appoint an acting PCC, if required.

The Hampshire PCP fulfils all of these duties in relation to the PCC for Hampshire (and the Isle of Wight, Portsmouth, and Southampton, although these areas are not included in the official title of the PCC, which follows the name of the Constabulary).

Later sections of this report go into further detail on how and when each of these duties (if applicable) were fulfilled for 2017/18. The PCP can require the PCC or their staff to be in attendance at PCP meetings, and can ask the Chief Constable or partners responsible for helping to assist in the delivery of the Police and Crime Plan to attend the PCP (although they do not have a statutory duty to do so).

### 1.4. Members of the Hampshire Police and Crime Panel

The PCP is made up of representatives from each of the Local Authorities in the Hampshire Police area, which includes the cities of Portsmouth and Southampton, the Isle of Wight as well as Hampshire County Council and the 11 Borough and District authorities within it. They are joined by three additional local authority co-opted members, who sit on the PCP in order to better meet the 'balanced appointment objective', and two independent co-opted members, who are appointed through a competitive recruitment process to add to the collective spread of experience and knowledge. The PCP therefore has 20 members; the maximum size that it may be by law. All members – appointed and co-opted - have the same status and rights on the PCP.

The 15 local authorities in Hampshire and the Isle of Wight are:

- Basingstoke and Deane Borough Council
- East Hampshire Borough Council
- Eastleigh Borough Council
- Fareham Borough Council
- Gosport Borough Council
- Hampshire County Council
- Hart District Council
- Havant Borough Council
- Isle of Wight Council
- New Forest District Council
- Portsmouth City Council
- Rushmoor Borough Council
- Southampton City Council
- Test Valley Borough Council
- Winchester City Council

The PCP must be politically balanced, reflecting the political make-up of the councils in Hampshire. Each of the 15 councils has its own process for appointing its representative on the PCP. Each also has its own arrangements for PCP member expenses.

Membership of the PCP for 2017/18 was as follows:

- Councillor Reg Barry  
*(Liberal Democrat, Additional Local Authority Co-opted Member)*
- Councillor John Beavis MBE  
*(Conservative, Gosport Borough Council)*
- Councillor Simon Bound  
*(Conservative, Basingstoke and Deane Borough Council)*
- Councillor Ryan Brent  
*(Conservative, Portsmouth City Council)*
- Councillor Ken Carter  
*(Conservative, East Hampshire Borough Council)*
- Councillor Trevor Cartwright  
*(Conservative, Fareham Borough Council)*
- Councillor Steve Clarke  
*(Conservative, New Forest District Council)*
- Councillor Adrian Collett  
*(Liberal Democrat, Hart District Council)*
- Mr Michael Coombes  
*(Independent Co-opted Member)*
- Councillor Tonia Craig  
*(Liberal Democrat, Eastleigh Borough Council)*
- Councillor Lisa Griffiths  
*(Conservative, Winchester City Council)*
- Councillor Ken Muschamp

- *(Conservative, Rushmoor Borough Council)*
- Mr Bob Purkiss MBE  
*(Independent Member)*
- Councillor Ian Richards  
*(Conservative, Test Valley Borough Council)*
- Councillor Frank Rust  
*(Labour, Additional Local Authority Co-opted Member)*
- Councillor Dave Shields *(from October 2017)* Labour, Southampton City Council
- Councillor Lynne Stagg  
*(Liberal Democrat, Additional Local Authority Co-opted Member)*
- Councillor David Stewart - **Chair**  
*(Conservative, Isle of Wight Council)*
- Councillor Leah Turner  
*(Conservative, Havant Borough Council)*
- Councillor Jan Warwick – **Vice Chair**  
*(Conservative, Hampshire County Council)*

The following Members also served on the PCP during 2017/18:

- Councillor Jacqui Rayment (until October 2017)  
*(Labour, Southampton City Council)*

## **2. Work Programme of the PCP**

### **2.1. Work undertaken in 2017/18**

In 2017/18, the PCP undertook its statutory duties and requested to review items at its meetings that related to decisions and actions taken by the PCC for Hampshire. More can be found from the table below:

<b><u>Meeting Date</u></b>	<b><u>Key Agenda Items</u></b>
7 July 2017	<ul style="list-style-type: none"> <li>• Chair and Vice Chair elected</li> <li>• PCC PEEL Inspection outcome</li> <li>• PCC Policing and Crime Act update</li> <li>• PCC Estate Strategy reviewed</li> <li>• PCC Police and Crime Plan development reviewed</li> <li>• PCP Quarterly report of the Complaints Sub-Committee received</li> <li>• PCP Governance documents revised</li> <li>• PCP Proactive scrutiny recommendations on Rural Crime agreed</li> <li>• PCP Membership of Working Groups agreed</li> <li>• PCP future meetings and work programme considered</li> </ul>
6 October 2017	<ul style="list-style-type: none"> <li>• PCC Police and Crime Plan development reviewed</li> <li>• PCC Annual report received</li> <li>• PCP Annual report agreed</li> </ul>



	<ul style="list-style-type: none"> <li>• PCP Financial monitoring and grant budget agreed</li> <li>• PCP working group update heard</li> <li>• PCP Quarterly report of the Complaints Sub-Committee received</li> <li>• PCP future meetings and work programme considered</li> <li>• Confirmation hearing for role of Deputy Police and Crime Commissioner</li> </ul>
26 January 2018	<ul style="list-style-type: none"> <li>• Scrutiny of the PCC's proposed precept</li> <li>• PCC update on the outcomes from the Confirmation Hearing for the role of Deputy Police and Crime Commissioner</li> <li>• PCC Regional Collaboration update heard</li> <li>• PCC Community Strategy Update (adjourned)</li> <li>• PCC Police and Crime Plan Delivery report reviewed</li> <li>• PCP Quarterly report of the Complaints Sub-Committee received</li> <li>• PCP Governance documents revised</li> <li>• PCP future meetings and work programme considered</li> </ul>
13 April 2018	<ul style="list-style-type: none"> <li>• PCC Budget update received</li> <li>• PCC Community Strategy heard</li> <li>• PCC update on Estate Strategy considered</li> <li>• PCC Policing and Crime Act update</li> <li>• PCC quarterly update on delivery against Police and Crime Plan heard</li> <li>• PCP Quarterly report of the Complaints Sub-Committee received</li> <li>• PCP future meetings and work programme considered</li> </ul>

## 2.2. Proactive Scrutiny Work Programme

Below is a summary of the reviews undertaken by the Panel during the year, through their proactive scrutiny work-programme. The full findings, recommendations and responses to those recommendations to the Commissioner can be found on the Panel's website: <http://www3.hants.gov.uk/hampshire-pcp/pcc-proactivescrutiny.htm>

<b><u>Topic</u></b>	<b><u>Summary and Link to Outcomes and Recommendations</u></b>
<b>Rural Crime</b> (July 2017)	In October 2014 the Panel produced its first scrutiny report which focussed upon 'Rural Crime', and considered the actions of the then Commissioner in his aim to reduce the

	<p>gap in solved crime rates between rural and non-rural areas. Through this report the Panel found that more could be done to help inform and empower local communities to protect themselves, to raise confidence in rural community policing and to improve the partnership approach to rural crime.</p> <p>The Panel’s report also discussed the variation between the perception of crime and the reality of crime, and how this had driven a disproportionate fear of crime within rural communities. A key message from the evidence received to the review was the need for visible community policing and communications to alleviate these fears.</p> <p>The Panel agreed that it was timely to revisit the topic of rural crime, in July, to consider progress made against some of the key areas discussed in the Panel’s previous report on rural crime and look to identify and discuss those of current interest.</p> <p>This scrutiny found that the evidence received demonstrated that many of the concerns which were important to rural communities of Hampshire and the Isle of Wight at the time of the Panel’s previous scrutiny in 2014 were still relevant. The evidence also raised a number of new areas of concern, which have risen to the fore since the publication of the Panel’s last report, including concerns over the effectiveness of the 101 service within rural communities.</p> <p>Efforts made to combat rural crime were recognised through the report, including Hampshire Constabulary maintaining a dedicated rural crime team and the introduction of the Hampshire and IOW Rural Crime Partnership. It was further recognised that the Commissioner, and his office, had started to explore more innovative approaches to enhance engagement with rural communities and taken steps to improve the firearms application process.</p>
<p><b>Traffic Related Crime and Nuisance</b> (October 2017)</p>	<p>Following public consultation, the Commissioner launched his Police and Crime Plan in December 2016, within which he set out his key priorities for delivery to 2021. Road safety was mentioned as one of three key public concerns outlined by the PCC within his plan, and through it the PCC demonstrated his intention to protect existing measures which keep the public safe, whilst seeking innovation in preventing and tackling these issues.</p>

	<p>The Panel’s scrutiny focused upon the traffic related crime and nuisance which had caused the greatest concern within the communities of Hampshire and the Isle of Wight, and also considered elements relating to road safety.</p> <p>The level of response to this scrutiny demonstrated that traffic related crime and nuisance was of significant public concern. The evidence received suggested particular concerns relating to the use of the A32, speeding and animal casualties within the New Forest and also highlighted a need to better protect vulnerable road users.</p> <p>Heavily discussed were the efforts of local Community Speedwatch groups, a number of whom attended the Panel’s meeting to provide further evidence. Volunteers expressed disquiet over the lack of ability to operate on roads where the speed limit was above 30mph and suggested that improvements were needed in the approach taken to analyse and make use of data being produced by the volunteers.</p> <p>Efforts made by Hampshire Constabulary to prosecute offenders were recognised, with evidence demonstrating that the maximum numbers of speeding penalties allowable were being issued annually, and that 97% of those caught using their mobile phone at the wheel had received a penalty.</p>
<p><b>Cyber Crime – Cyber Fraud</b> (January 2018)</p>	<p>Recognising the growing threat posed by cyber fraud, this third review aimed to scrutinise and support the PCC in his intention to keep the residents and communities of Hampshire and the Isle of Wight safer through preventing cyber fraud, and focused upon how well the PCC was working with partners to identify and prevent cyber fraud. The scrutiny further considered how the PCC had contributed to efforts to educate and inform the residents of Hampshire and the Isle of Wight to recognise and protect themselves from cyber-enabled fraud.</p> <p>Efforts made to combat cyber fraud were recognised through the report, with the evidence provided suggesting that Hampshire Constabulary had been one of the leading forces regionally and nationally in its approach to preventing cyber crime. Another positive indicator noted was that take up of victim support across Hampshire and the Isle of Wight had been higher than the national average, with the greatest area of uptake being in relation to online shopping fraud.</p>

	<p>The evidence received to this scrutiny strongly suggested a need for greater engagement by the PCC with both residents and partner organisations, in raising awareness of the profile of cyber fraud and sharing prevention messages. A number of examples were brought forth, however, demonstrating that the PCC and his office had made positive efforts to engage with the community and sought to support partners in delivering innovative approaches to do so.</p>
<p><b>Hate Crime</b> (April 2018)</p>	<p>Within his Police and Crime Plan the Commissioner stated that he would prioritise addressing hate crime within Hampshire and the IOW, “as something we all have a responsibility to challenge and overcome”, with a view to offering better outcomes for victims and those vulnerable to hate crime within our communities</p> <p>The Panel’s final review for 2017/18 aimed to scrutinise and support the PCC in his intention to prevent and tackle hate crime across Hampshire and the Isle of Wight. The scrutiny considered how well the PCC was listening to and engaging partners, community associations and members of the public across the two counties in efforts to enhance outcomes for victims and to encourage them to come forward to report their concerns.</p> <p>The evidence received suggested that the PCC and his office had taken an active role in addressing hate crime, through approaches including expanding the number of third party reporting centres, supporting the work of partners and introducing a Hate Crime Working Group.</p> <p>The evidence also identified a concern, not previously recognised, regarding the low level of engagement in and awareness of Hate Crime in some rural communities and suggested that the PCC also needed to look further at anti-semitic hate crime and that targeted towards those with disabilities.</p>

### **3. Working Groups**

The working groups of the PCP undertook activities separate to the formal meetings of the PCP in order to support the business set out in its work programme. The working groups of the PCP are used to undertake as much of the detailed work that would take up significant time in a formal public meeting. Outcomes of these meetings are reported to the PCP prior to any review of the relevant item on the agenda.

The PCP has two working groups; one that meets to consider detailed information in advance of the scrutiny of the precept, and one that meets to review the implementation of the police and crime plan, and set the themes for proactive scrutiny. Membership of these groups can be found below.

3.1. Police and Crime Plan Working Group

This group was set up in July 2016 in order to review the draft Police and Crime Plan prior to the PCP’s scrutiny of it in October 2016. It has remained active since this time for the purpose of monitoring the implementation plan and through this to set themes for the proactive scrutiny and lead on the work in this area on behalf of the PCP.

The Police and Crime Plan working group has met four times in 2017/18.

<u>Meeting Date</u>	<u>Purpose</u>
24 November 2017	<p>Within each of the meetings Members of the working group have reviewed and set the direction for the proactive scrutiny elements of the PCP’s work. This has included such activities as:</p> <ul style="list-style-type: none"> <li>• Setting themes for the PCP’s proactive scrutiny reviews</li> <li>• Assisting in the drafting of the scope for proactive scrutiny sessions including the identification of written witnesses to approach and lines of enquiry</li> <li>• Reviewing written evidence received and from this identifying lines of enquiry and oral witnesses for the public evidence sessions</li> <li>• Assisting in the drafting of scrutiny reports prior to full PCP approval, including the identification of conclusion and recommendation areas</li> <li>• Reviewing the PCC’s response to the recommendations of the PCP’s scrutiny reports</li> </ul> <p>The Plan working group also undertake in depth pre-scrutiny of the quarterly progress reports, looking at delivery against the Police and Crime Plan, ahead of each PCP meeting.</p> <p>An invite to each meeting of the working group in 2017/18 was extended to the OPCC, who attended and provided more detailed information for the working group to review and scrutinise, including a status update on those projects contributing to delivery of the plan, and a quarterly update on actions taken in response to the recommendations made by the PCP through the proactive scrutiny programme.</p>
12 December 2017	
16 March 2018	
27 May 2018	

The membership of the Police and Crime Plan working group for 2017/18 was as follows:

- Councillor Simon Bound
- Councillor Steve Clarke
- Councillor Trevor Cartwright
- Councillor Ryan Brent
- Councillor Jan Warwick (Chair)

### 3.2. Finance Working Group

The PCP set up the Finance working group in order to scrutinise the proposed budget and related financial papers prior to the PCP's review of the proposed precept. It has continued to meet in order to review information in advance of the annual scrutiny of the proposed precept. The Finance working group has met twice in 2017/18.

<b>Police and Crime Panel – Finance Working Group</b>		
<u>Meeting Date</u>	<u>Purpose</u>	<u>Overview</u>
9 August 2017	Mid Term Review	Reviewed the mid-term position against the 2017-18 precept, including scrutiny of the draft statement of accounts for 2016/17.
7 November 2017	Review MTFS	Reviewed position leading into precept setting, including review of the Medium Term Financial Strategy (MTFS).
18 January 2018	Review draft precept and associated finance papers	Reviewed draft precept and supporting information in advance of briefing the full PCP on 26 January.
12 April 2018	Financial Scrutiny	To agree questions to be proposed by the Finance Working Group to be taken forward to the PCP meeting on 13 April 2018.

The membership of the Finance working group for 2017/18 was as follows:

- Councillor Reg Barry
- Councillor Adrian Collett
- Michael Coombes
- Councillor Ian Richards

### 3.3. Complaints Sub-Committee

The PCP is responsible for handling complaints made against the PCC, and for informally resolving non-criminal complaints, as well as complaints or conduct matters that are referred back to the PCP by the Independent Police Complaints Commission. In 2012, the PCP agreed that all complaints received should be

considered by a Complaints Sub-Committee, in accordance with its agreed 'Complaints protocol'. This Complaints Sub-Committee meets on an ad hoc basis.

In 2017/18, the Sub-Committee met three times in person.

Meeting Date	Purpose
4 September 2017	To review complaints in line with the informal resolution process
10 April 2018	
1 May 2018	

The membership of the Sub-Committee for 2017/18 was follows:

- Councillor Lisa Griffiths
- Councillor Ken Muschamp
- Mr Bob Purkiss MBE (Chair)
- Councillor Leah Turner

#### 4. 2018/19 Outline Work Programme

<u>Meeting Date</u>	<u>Key Agenda Items</u>
6 July 2018 10.00am Winchester	<ul style="list-style-type: none"> <li>• Election of Chair and Vice Chair</li> <li>• Public questions</li> <li>• PCC Police and Crime Plan Delivery</li> <li>• PCC response to Cyber Fraud proactive scrutiny recommendations</li> <li>• Hate Crime proactive scrutiny outcomes and recommendations</li> <li>• Annual complaints report</li> <li>• Governance documents update</li> <li>• Membership of working groups</li> <li>• PCP future meetings and work programme</li> </ul>
5 October 2018 10.00am Winchester	<ul style="list-style-type: none"> <li>• Public questions</li> <li>• PCC Police and Crime Plan Delivery</li> <li>• PCC Annual Report</li> <li>• PCP Annual Report</li> <li>• PCP budget grant monitoring and budget for 2018/19</li> <li>• PCP update from working groups</li> <li>• PCP future meetings and work programme</li> </ul>
25 January 2019 10.00am Winchester	<ul style="list-style-type: none"> <li>• Public questions</li> <li>• PCP Proactive scrutiny outcomes report</li> <li>• PCC Police and Crime Plan Delivery</li> <li>• PCC precept 2019/20</li> <li>• PCP update from working groups</li> <li>• PCP future meetings and work programme</li> </ul>
16 April 2019 10am Winchester	<ul style="list-style-type: none"> <li>• Public questions</li> <li>• PCC Police and Crime Plan Delivery</li> <li>• PCP update from working groups</li> <li>• PCP Proactive scrutiny recommendation agreement</li> <li>• PCP proactive scrutiny evidence gathering session</li> <li>• PCP future meetings and work programme</li> </ul>



## Contact Details

Hampshire County Council is the Host Authority for the Hampshire Police and Crime (PCP) on behalf of the 15 local authorities in Hampshire and the Isle of Wight.

The Hampshire PCP is a joint committee of all 15 local authorities, consisting of a representative from each, three additional local authority co-opted members, and two independent co-opted members.

The PCP can be contacted via:

Hampshire Police and Crime Panel  
Room 102  
Elizabeth II Court South, The Castle  
Hampshire County Council  
Winchester  
SO23 8UJ

Email: [members.services@hants.gov.uk](mailto:members.services@hants.gov.uk)

Website: [www.hants.gov.uk/hampshire-pcp](http://www.hants.gov.uk/hampshire-pcp)

Papers for all meetings held in public are published here, and anyone can come along to observe:

<http://democracy.hants.gov.uk/mgCommitteeDetails.aspx?ID=185>

The public are encouraged to ask questions of the PCP:

<http://www3.hants.gov.uk/hampshire-pcp/pcp-questions.htm>

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The Police and Crime Commissioner for Hampshire is Mr Michael Lane (Conservative). He can be contacted via his office:

Office of the Police and Crime Commissioner  
St George's Chambers  
St George's Street  
Winchester  
SO23 8AJ

Telephone: (01962) 871595

Email: [opcc@hampshire.pnn.police.uk](mailto:opcc@hampshire.pnn.police.uk)

Website: [www.hampshire-pcc.gov.uk](http://www.hampshire-pcc.gov.uk)

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## HAMPSHIRE POLICE AND CRIME PANEL

### Report

<b>Date considered:</b>	5 October 2018		
<b>Title:</b>	Police and Crime Panel – Financial Monitoring leading to 2019/20 grant budget agreement		
<b>Contact:</b>	Anne Hibbert, Corporate Accounting Manager		
<b>Tel:</b>	01962 847533	<b>Email:</b>	<a href="mailto:anne.hibbert@hants.gov.uk">anne.hibbert@hants.gov.uk</a>

#### 1. Executive Summary

- 1.1. The Police Reform and Social Responsibility Act 2011 (“the Act”) requires the Police and Crime Panel (PCP) to make arrangements regarding the manner in which funds paid by the Secretary of State are used to meet the costs of the Panel.
- 1.2. The purpose of this paper is to report the final position against the 2017/18 budget, the part year performance against the 2018/19 budget for the Police and Crime Panel and a proposed budget for the panel for 2019/20.

#### 2. Contextual Information

- 2.1. The Government made available a grant of £71,700 for the full year for 2017/18 (based on 20 Panel members). The intention is that the total costs of running the Panel are contained within the Government funding.
- 2.2. The grant is paid by the Home Office in two instalments over the year. Only spend relating to the two six month periods can be claimed. Spend in excess of the grant would need to be funded by the authorities in equal shares unless agreed otherwise.
- 2.3. The grant value for 2018/19 has been confirmed by the Home Office, with £71,700 being available for the full year (no change from 2017/18). For the purposes of proposing a budget for the Panel for 2019/20 the same amount of grant is assumed for 2019/20.
- 2.4. The budget is based on the assumption that there will normally be four meetings of the Panel a year. Any decision to increase the number of Panel meetings will clearly have an impact on the total estimated costs.
- 2.5. Another factor which will impact on the cost of the panel is the number of complaints which the PCP is required to consider.
- 2.6. The largest cost to the budget is the officer time spent in support of the PCP and its working groups. Prior year’s time recording information was used to calculate support costs and assist with budget estimates. This

information has been used as the basis of the fixed support service charges for 2014/15 onwards as explained in section 4.

### **3. Final Financial Position for 2017/18**

- 3.1. Appendix 1 shows the 2017/18 final spend against the budget set for that year. In total £62,866 of the £71,700 available grant was claimed. This equated to an underspend of £8,834 against the budgeted amount of £71,700.
- 3.2. The main contributing factor to the underspend was Portsmouth City Council's legal costs being £8,903 lower than the budgeted amount. This reflects the actual legal support required by the Panel being lower than the level originally assumed in the budget.
- 3.3. Conference hall and meeting room hire was charged from 2017/18 as agreed in October 2017 to maximise the amount of grant available.
- 3.4. The balance of the overall underspend against the grant related to minor variations against a number of budget lines.

### **4. Current Financial Position for 2018/19**

- 4.1. Appendix 2 shows the 2018/19 projected spend against the budget set out for that year. It forecasts that all of the £71,700 budgeted available grant will be used.
- 4.2. Members travel is projected to be lower than budgeted, based on the fact that not all members claim as per last years actuals.
- 4.3. A fixed annual charge for support services has previously been agreed which has improved the accuracy of forecasting during the year. The fixed charge, first used in 2014/15 was calculated using time recording information. This is kept under review and no significant change in officer time is currently anticipated. However, for 2018/19, the charges have been increased by pay related inflation for 2018/19 in both the forecast for 2018/19 and the proposed budget for 2019/20.
- 4.4. Legal costs predominately arise from work associated with complaints to the Police and Crime Panel. In the year to date there have been 2 complaints received, as well as work undertaken on 3 complaints received during the previous financial year, with costs of £6,400. Without being able to predict future complaints, the projected costs for legal services in 2018/19 have remained as per the budgeted amount.
- 4.5. All other areas are projected to be either in line with the agreed budget figures or, where variances against the budgeted amounts occur, the values are minimal.
- 4.6. In the event of any additional Special Responsibility Allowances being required at a later date, the level of support services and the associated charge may need to be reviewed to ensure that the overall costs of the PCP do not exceed the funds available.

**5. Proposed budget for 2019/20**

- 5.1. Appendix 2 also shows a proposed budget for 2019/20 which assumes the Government grant is unchanged and with expenditure in line with the 2018/19 budget or revised estimates for 2018/19.

**6. Recommendations**

The Panel is recommended to:

- 6.1. Note the final financial position for 2017/18.
- 6.2. Note the current performance against the budget for this financial year.
- 6.3. Agree the proposed budget for the panel for 2019/20, subject to confirmation of the Government grant for 2019/20.

**POLICE AND CRIME PANEL**  
**Final Budget Position for 2017/18**

<b>ITEM</b>	<b>2017/18 Budget</b>	<b>2017/18 Actuals</b>	<b>Variance</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Travelling – Members	1,800	836	(964)
<u>Special Responsibility Allowances</u>			
Chair	0	0	0
Co-opted Members	1,400	1,350	(50)
Members Training	1,500	720	(780)
Printing & Stationery	600	569	(31)
Refreshments	1,000	794	(206)
Room Hire + other expenses e.g. web costs	300	1,265	965
Miscellaneous expenses	100	63	(37)
Legal Costs	12,500	3,597	(8,903)
Communications & Web Team	1,400	1,400	0
Democratic, Policy & Scrutiny	46,000	46,800	800
Finance & Budget Support	5,000	5,100	100
Officer travel	100	372	272
<b>Totals</b>	<b>71,700</b>	<b>62,866</b>	<b>(8,834)</b>
Grant	71,700	62,866	(8,834)

## POLICE AND CRIME PANEL

## Current Budget Position for 2018/19 and Proposed Budget for 2019/20

ITEM	2018/19 Budget £	2018/19 Actuals £	2018/19 Projected £	2019/20 Proposed Budget £
Travelling – Members	1,800	0	1,000	1,000
<u>Special Responsibility Allowances</u>				
Chair	0	0	0	0
Co-opted Members	1,400	574	1,400	1,400
Members Training	1,500	900	1,500	1,500
Printing & Stationery	600	66	300	300
Refreshments	1,000	426	1,000	1,000
Room Hire + other expenses e.g. web costs	1,300	650	1,300	1,300
Miscellaneous expenses	100	0	100	100
Legal Costs	10,300	6,400	10,300	10,300
Communications & Web Team	1,400	583	1,400	1,400
Democratic, Policy & Scrutiny	46,800	19,500	47,800	47,800
Finance & Budget Support	5,100	2,125	5,200	5,200
Officer travel	400	16	400	400
<b>Totals</b>	<b>71,700</b>	<b>31,240</b>	<b>71,700</b>	<b>71,700</b>
Grant	71,700		71,700	71,700
<b>Shortfall / (Surplus)</b>	<b>0</b>		<b>0</b>	<b>0</b>

**Section 100 D - Local Government Act 1972 - background documents**

**The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)**

Document

Location

None



## HAMPSHIRE POLICE AND CRIME PANEL

### Report

<b>Date considered:</b>	5 October 2018		
<b>Title:</b>	Work Programme		
<b>Contact:</b>	Scrutiny Officer		
<b>Tel:</b>	01962 847483	<b>Email:</b>	<a href="mailto:members.services@hants.gov.uk">members.services@hants.gov.uk</a>

#### **1. Executive Summary**

1.1. The purpose of this paper is to set out the work programme for the Panel.

#### **2. Legislative Context**

2.1. It is for the Panel to determine its number of meetings. It is anticipated that the Panel will require a minimum of four ordinary meetings in public in each municipal year to carry out its functions.

2.2. In addition to the scheduled ordinary meetings, additional meetings may be called from time to time, in accordance with the Panel's Rules of Procedure (see Rule 1).

2.3. The Panel may also be required to hold additional meetings should the Commissioner wish to appoint to specific posts within their staff, or should a non-serious complaint be made against the Commissioner which requires the full Panel to consider it.

#### **3. Recommendations**

**3.1 That the work programme, subject to any recommendations made at the meeting, is agreed.**

WORK PROGRAMME – POLICE AND CRIME PANEL

Appendix One

Item	Issue	Item Lead	Status and Outcomes	6 July 2018	5 October 2018	25 January 2019	12 April 2019
<b>SCRUTINY ITEMS</b>							
<b>Precept</b>	To consider and take a decision on the PCC's proposed precept	<b>OPCC</b>	To be considered January 2019			<b>X</b>	
<b>OVERVIEW ITEMS</b>							
<b>Annual Report</b>	To receive the annual report of the PCC for the previous year	<b>OPCC</b>	Annual report to be received October 2018		<b>X</b>		
<b>Annual Report</b>	To provide an overview of the PCPs work for the previous year.	<b>PCP</b>	Annual report to be considered October 2018		<b>X</b>		

Item	Issue	Item Lead	Status and Outcomes	6 July 2018	5 October 2018	25 January 2019	12 April 2019
<b>PCP Grant Budget</b>	To agree the proposed budget for the next financial year, and to review the previous years' spend	<b>PCP</b>	Budget for 2019/20 to be agreed October 2018		<b>X</b>		
<b>ONGOING ITEMS OF INTEREST</b>							
<b>Collaboration</b>	To work with other PCPs in the South to understand how PCCs are working in collaboration	<b>PCC and OPCC</b>	Ongoing				
<b>Commissioning Strategy</b>	To understand the PCC's commissioning strategy	<b>OPCC</b>	TBC				
<b>Estates Strategy</b>	To understand progress made with the Estates strategy	<b>OPCC</b>	Ongoing – next date for consideration to be confirmed				

Item	Issue	Item Lead	Status and Outcomes	6 July 2018	5 October 2018	25 January 2019	12 April 2019
<b>Police and Fire Act</b>	To understand preparations being made locally to respond to the Act	<b>OPCC</b>	To be further considered once PCC takes decisions relating to fire and rescue authorities, and complaints.				
<b>GOVERNANCE ITEMS</b>							
<b>Complaints Protocol Update</b>	To review and agree a revised complaints protocol	<b>PCP</b>	To review the complaints protocol following the Chairman's annual complaints review meeting.	<b>X</b>			
<b>Election of Chairman / Vice Chairman</b>	Election of Chair and Vice Chairman for 2016/17	<b>PCP</b>	Occurs at each AGM	<b>X</b>			
<b>Complaints against the PCC</b>	To provide an overview update to each meeting of complaint activity	<b>PCP</b>	To be reviewed at each AGM.	<b>X</b>			

Item	Issue	Item Lead	Status and Outcomes	6 July 2018	5 October 2018	25 January 2019	12 April 2019
<b>STANDING ITEMS</b>							
<b>Police and Crime Plan Implementation</b>	An update on the progress made with implementing the priorities of the Plan	<b>OPCC</b>	Monitoring implementation of the Police and Crime Plan	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
<b>PROACTIVE SCRUTINY</b>							
<b>Enabling Effective and Efficient Policing</b>	Proactive scrutiny review	<b>PCP</b>	Proactive scrutiny review being conducted from July 2018 to January 2019 – to be considered January 2019			<b>X</b>	
<b>Festivals and Events</b>	Proactive scrutiny review	<b>PCP</b>	To be considered April 2019				<b>X</b>

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